

St Neots Health Centre: You Said – We Did

We value feedback from our patients and our Patient Participation Group (PPG). Below are some of the suggestions we received in January 2026 about the website and the improvements we have made in response.

Mental Health Banner

You said:

The scrolling mental health banner still referenced Christmas and needed updating.

We did:

We removed the seasonal reference and updated the wording so it now provides a clear message about mental health support, while keeping the link to local and national support services.

Practice Closure Dates

You said:

The website still displayed outdated practice closure dates from 2024.

We did:

We removed the old dates and added the correct upcoming closure dates for 2026:

17 February 2026

18 March 2026

“Contact Us Online” Button

You said:

The homepage mentioned a “Contact Us Online” button, but no button was visible.

We did:

We removed reference to this button as it no longer exists as it has been replaced by the appointments section.

Walk-In Centre Link

You said:

The Walk-In Centre link opened an image of a world map instead of a useful page.

We did:

We fixed the link so it now directs patients to the correct Walk-In Centre webpage with accurate information and location details.

Understanding Staff Roles

You said:

Patients would like clearer explanations of the different roles within the surgery to help them understand who they might see.

We did:

We created a “Meet the Team” page explaining the roles available at the surgery, the people that work in those roles and a brief explanation of each role at the top of the page. We covered the following roles:

- Patient Navigator
- Health Care Assistant
- MSK Practitioner
- Lead Nurse
- Nurse Associate
- GP
- Advanced Paramedic
- Midwife
- Personalised Care Team
- Clinical Lead
- Business Manager

Long-Term Health & Prevention Information

You said:

Patients would benefit from more information to help prevent or manage long-term conditions.

We did:

We made the PPG aware of our new Self Help Page that has:

- Link to health A to Z, where patients can get NHS advice about most conditions
- Link to the NHS Mental Health Mind Plan
- Personal Quit Plan for Smoking
- Heart age calculator
- Body mass index (BMI) calculator
- Information on what your blood pressure reading means
- Waist to height ratio calculator

Online/Search Engine Disclaimer

You said:

Patients should be reminded that online information should not replace medical advice for complex problems.

We did:

We added a short disclaimer to the home page explaining that while online resources can help with minor conditions, patients should contact the practice for medical advice if symptoms are ongoing or concerning.

PPG Feedback Acknowledgement

You said:

PPG members felt that previous feedback had not been acknowledged.

We did:

We created this “You Said – We Did” section to show how patient feedback is helping shape improvements.