

Lessons Learned – October 2025

Lessons Learned are an important part of our Clinical and Care Governance process so that our services can learn from areas of good practice or quality improvement.

The following demonstrates example(s) where we have implemented changes following feedback from team members or from members of the public.



You Said

“I’m dyslexic and struggle with everything expected to be done on mobile phone and laptops (i.e. apps for council parking etc). Are classes held at the vaccine hub or elsewhere to help how to do things online?”



We did

Silver City Surfers now holding classes every Wednesday from 2pm - 4pm to provide one to one support with building confidence online.