

## 2010/11 Questionnaire Results and Action Plan

At that meeting priorities for the group to concentrate on were discussed and agreed upon:

- Patient satisfaction with the services already provided, opening times, consultations – time and quality of outcomes and environment (building)
- Informing patients of changes with the services or practice

A questionnaire was devised to hand out to patients as they waited for their appointment. Volunteers from the PPG were in attendance and helped patients with completion if they needed it.

Results were entered onto a spreadsheet and displayed on the PPG notice board for patients to see, along with changes implemented from the results. The results were discussed at the following PPG meeting and actions agreed.

You Said :	We did:	Outcome:
There are no signs directing people to the nearest toilets	Contacted the Estates Department who are responsible for the building, and forwarded your points	Toilet signs supplied and fitted
There are no baby changing facilities		Baby changing table fitted to the lady's patient toilet ( that was deemed the most appropriate as it was the biggest room
Hand wash is needed next to the booking in screen		The practice purchased hand wash and fitted it next to the booking in screen.

In 2011 the practice moved premises to the Meir Primary Care Centre and in January the group, along with the practice manager, met to design a new patient questionnaire to incorporate patients' views regarding the new building aswell as the services offered. PPG members attended the surgery on a rota basis to help patients complete the questionnaires.

105 completed surveys were sent to for analysis and are available [here](#) and on the PPG notice board in the reception area.

The results were discussed at the PPG meeting 23<sup>rd</sup> March.

Issues raised and action plan:

You said	We Did	Outcome
<p>Lack of privacy in the waiting room</p> <p>Patients experiencing difficulty walking to the consulting room from the waiting area</p> <p>Issues regarding the car park being inadequate and white lines being difficult to see</p>	<p>This issue had already been raised and screens have been delivered and erected between the seated area and reception desks, with a notice for patients to wait at that point until the receptionist is available</p> <p>Issue raised with the project manager of the new building requesting seats and/or a handrail along the corridor</p> <p>Issue raised with the project manager of the new building</p>	<p>This will be continually monitored</p> <p>Awaiting an outcome</p> <p>Lines between parking spaces to be altered to be more visible. The car park is to be monitored to identify if people not using the health centre are parking on the health centre</p>