

Dr Miles and Dr Valasapalli  
Action Plan

Questions	Actions to be Taken	By whom	Comments
Are you happy with the telephone system	None at the moment		Patients overall were satisfied with the telephone system
Do you have difficulty parking	To be raised with the centre manager. Also passed to the cluster PPG to take up this problem	Julie Sherratt/ Jo Ashcroft – Centre Manager	Patients still complain about the lack of parking spaces and also about the visibility of the white lines. There is a continued problem of disabled spaces being abused. The cluster PPG have taken over this issue and are liaising with the centre manager
Do you feel there are adequate toilets	None at this time		Patients felt that the amount of toilets is satisfactory
Do you feel toilets/baby changing facilities are adequate	None at this time		Patients felt that the facilities were satisfactory
Do you feel privacy at the reception area is adequate	To raise this with Michelle Urwin and Jo Ashcroft	Julie Sherratt/ Michelle Urwin/Jo Ashcroft	Michelle Urwin has looked at the situation and has ordered new glass partitions which will be higher than the original ones to enable patients to feel privacy is improved.
Music playing in waiting area	None at this time		Patients were happy with the music playing
Are you happy with the comfort of the waiting area	None at this time		Patients feel the waiting area is comfortable
Are you happy with the call in system	None at this time		Patients were happy with the call in system

2012 action plan update

You said	We Did	Outcome
Lack of privacy in the waiting room	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	This will be continually monitored  <b>See above action plan</b>
Patients experiencing difficulty walking to the consulting room from the waiting area	Issue raised with the project manager of the new building requesting seats and/or a handrail along the corridor	Awaiting an outcome <b>The project manager sated that nothing could be done</b>
Issues regarding the car park being inadequate and white lines being difficult to see	Issue raised with the project manager of the new building	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  <b>See above action plan</b>