

ABBAY MEDICAL CENTRE

DIGNITY AND RESPECT SUMMARY 2015

The results of the survey were discussed at a practice team meeting and at a patient participation group meeting. The following issues were discussed:

Entrance doors. Some patients said that the entrance doors are too heavy. The practice has already tried to obtain funding for automatic doors. This will be re-visited and the possibility of a disability press pad to open the door.

Opening Times. A patient asked about the possibility of opening at weekends. This is under national debate and we have no plans at the moment.

Waiting room temperature in the summer. We will be looking at obtaining a device to open the high windows in the summer months.

Improvements to the children's area. This has been previously discussed at a patient participation group meeting and money raised at a coffee morning held at the practice will be spent improving the children's play area and other parts of the waiting room. We will also look at the general layout of the waiting room for patients with mobility problems.

Feedback when GPs are running late. We try and inform patients of this when they arrive or whilst they are waiting. We will look into a way of informing patients who use the self-check in.

Patient call screen. A patient was concerned about confidentiality. It would be the same if patient names were called out. It would be difficult to have a number system as with the phlebotomy clinic at QMC as we have three GPs and two nurses working most days.