

# ABBAY MEDICAL CENTRE

## DIGNITY AND RESPECT SURVEY 2014 REPORT AND ACTIONS

In June 2014, the practice staff and patient group members carried out a Dignity and Respect survey, with nearly 200 patients taking part. Survey forms were handed out in the waiting room over a period of a few weeks.

The results of the survey and the patient's comments were discussed by the practice staff and by the patient group and a number of priority areas were identified for further discussion.

Of the 37 comments made the practice and patient group were very pleased that 22 of these were extremely positive with comments such as "very satisfied, excellent service" and "my treatment with all at the practice has always been exceptional".

Other comments were on the following topics:

Appointments 3

Heaviness of entrance door/pram access 6

Uneven path 1

Car park often full 1

Phlebotomy appointments 1

Text reminder did not work 1

The patient group and staff considered the above comments and as a result the following actions were put in place.

- 1. The practice now open additional hours on a Thursday afternoon**
- 2. The practice is obtaining quotes for automatic entrance doors**
- 3. It is difficult to change the layout of the path to the practice and it was acknowledged that only one patient had mentioned this.**
- 4. The car park is a reasonable size but is sometimes full and there is one disabled bay. However there is ample parking on the side streets in nearby streets.**
- 5. More phlebotomy appointments have been made available for patients**
- 6. Patient test reminder system was checked and appeared to be working satisfactorily**

**YOU SAID, WE LISTENED, WE DID!**