

LOVEMEAD GROUP PRACTICE
PATIENT PARTICIPATION GROUP

ACTION PLAN FOR SURGERY WAITING ROOM SURVEY

We identified our waiting room as an area for discussion with our patient group based on feedback received and during the autumn of 2012 we circulated a survey to our group both via email and on Facebook. The results of which are as follows:

96% of patients surveyed had visited the surgery in the last 6 months.

We asked how they rated our reception desk.

- 42% felt that the check-in screen at reception was excellent
- 32% of patients felt that our queuing system was good with 29% feeling it was average
- 32% thought that our display boards and notices were very good

We then asked how they rated the waiting room.

Looking at the highest score for each category, the results are as follows:

- Seating – 38.7% felt this was good
- Lighting – 41.1% rated this as good
- Temperature – 46.7% rated this as good
- Notice boards – 40% felt these were good.
- Cleanliness was felt to be good by 42.9% of respondents
- Books and magazines were rated as poor by 39.4%
- The television information screen was rated good by 38%
- Toilet/baby changing facilities were rated good by 50%
- The Jayex patient call board screen – 39.4% rated this as very good.

Comments based on this question brought up the need for an improvement in reading material and the need to remind patients to switch off their mobile phones while waiting. Some patients suggested placing a clock in the waiting room and also providing some higher chairs with arms for elderly patients. There were also several requests for a water fountain or drinks dispenser to be installed in the waiting room.

We asked our patient group about the television screen in the waiting room. This was felt to be helpful to 56.4% of those responding.

With regards to other information provided on the television screen, requests were made for more information regarding Trowbridge, groups and other information, carers support etc, together with news and weather information. There was also a request to reduce the amount of advertising displayed.

Next we asked about having more notice boards in the waiting room. Over 72% of respondents responded no to this question.

Final comments brought a lot of suggestions. These included the request of automatic opening doors at reception, difficulties using the check in screen if there are lots of patients at the desk, issues with the parking, speaking confidentially at the front desk and also concern on whether we will act on patient's suggestions.

This was coupled with lots of positive praise of staff (and a couple of grumbles) and gratitude for help provided by the team.

We are unable to respond to every individual request, but having looked at themes identified, we suggest the following:

1. Look at improving quality of reading material in the waiting room by speaking to local newsagents/supermarkets to see if they can provide us with magazines etc (at reduced cost) and also contacting local publications for supplies to distribute in the waiting room.
2. Installation of new automatic doors at reception for easier access for patients.
3. Exploring the possibility of moving our check-in screen from the front desk to a secure location which is easier for patients to access.
4. Purchasing a clock for the waiting room.
5. Discussing the television screen with the company who provides this to request the inclusion of local information and news headlines. Advertisements contribute towards the cost of the screen so unfortunately cannot be removed.
6. Posters will be displayed reminding patients to switch off their mobile phones while in the surgery.
7. Obtaining costs for providing high backed and armed chairs for patients to use in the waiting room.
8. Investigate installation of a water fountain in the waiting room.

We value all responses from the patient group and plan to implement as many of the above options as financially viable.

Suzanne Petty
Administration Manager

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