

(PPG) SURVEY RESULTS

We wanted to improve the access provided for our disabled patients and did a survey to find out what was wanted by them.

You said: Automatic doors would be helpful

We did: Automatic doors will be installed as part of a whole building reconfiguration.

You said: More obvious disabled parking signs needed as able bodied are still parking in disabled slots. This makes things very difficult for disabled people.

We did: Install large signs in driver's line of sight.

Continued.....

You said: We need a sign to indicate where the disabled toilet is.

We did: Install signs to indicate where the disabled toilet is.

You said: It would be nice if there was space for wheelchairs in the waiting room

We did: Removal of screens and provision made for Wheelchairs as part of the building reconfiguration.

Continued.....

You said: Please ask the Practice Nurses to make sure the patients know which room they need to be in when they call our names

We did: Ask the nursing team to wait a while after calling patients to ensure they know where to go, which they have been doing.

You said: Please would we consider a bell on the reception desk for them to ring at wheelchair height.

We did: Staff discussed this during a protected time for learning afternoon and decided that it would be open to abuse but that they would make every effort to be more aware and accommodate the needs of patients where possible.