

I thought whilst things are fresh in our minds, we would provide you with some feedback from the PPG. Some you may have had first hand from the team and may have already been addressed but thought I will capture all feedback for any issue log/feedback you are compiling.

- 1) Self-Check-in Screens not working – I see today that one is working, and one is not. Is this a major technical issue? – **UPDATE – BOTH ARE WORKING NOW**
Is there a way of managing the queue into the building more to clear the main doorway if the screens are down?
- 2) Call & Information screens not working – fantastic that these were worked on so efficiently and up and running quickly. Can we ask what protocol will the surgery be putting in place if these fail once maintenance support services are off site?
- 3) Call screen directing patients upstairs when already on the first floor – I believe you had this feedback from Annie and the screens are already updated to say ground floor and first floor.
- 4) Some Doctors are still having to come out to collect patients – I think Iain may have spoken to you and believe this is a fault in some of the rooms. Do we know the room numbers affected?
- 5) Baby feeding room not available on the first floor – again I think this was raised and an area found for a mum and baby. Is there something that can be arranged ongoing or signage to advise the only room available is on the ground floor?
- 6) Water machines not available – I know we have chatted about this; our worry is in this warm weather and how warm the reception areas may get in the afternoon.
- 7) No practice staff on the first floor. This is a concern, not just from a signposting and supporting patients but in emergency situations. At times there were only one patient on the first floor waiting area and we did support a few patients with care needs on this floor.
- 8) Reception Staff were incorrectly advising patients to go to the second floor, they then tried to reach floor 2 in the lift. We did highlight to the team, but maybe something to bring up if you have staff huddle.
- 9) When do we expect the signage to be ready to direct patients to the correct rooms?
Is there going to be a sign at the top of the staircase to the first floor to direct patients through the double doors to the waiting area and a 'please take a seat' sign as they come in?
Are there any plans to put exit this way signs around the doctor/nurse corridors, patients are getting a bit disorientated, and we have had to help patients coming out of appointment to find their way out.
- 10) Patients have been waiting over an hour, a little infirm on their feet and the PPG members have gone downstairs to check with Reception. Is there a way to advise on the screens if a doctor is running late?
- 11) Screen volume on the screens – this was very loud yesterday, great to see that you have been able to adjust the volume easily. (Some individual video presentations are still quite loud)
- 12) Can some of the chairs on the first floor be turned 90 degrees to face the screen above the children's seating area? Poor visibility of screens and ease of reading information.
- 13) Is there scope to get a little table for the children's area and maybe just a couple of ABC/123 posters on the wall. Make it a little more inviting and if some of the chairs were turned to face the area, parents could watch children easily.
There is already some damage to the wall in this area that you may want to take a look at. Posters may disguise this and protect the wall, if indeed this damage was made by a child.
- 14) Can we have sight of the procedure for a lift breakdown? In particular the protocol if a wheelchair user or person unable to use the stairs is already on the first floor. (Also including in the event of a fire)
- 15) On the tour we had a chat about use of a meeting room for the PPG. How will this be managed if fobs are required for the top floor?
- 16) Which notice boards are for the Practice to use and can we have a dedicated area for the PPG?
- 17) Disabled toilet is tucked away, can a sign go on the wall to direct patients to the disabled facilities? And maybe to the toilets that are less visible from the waiting area.
- 18) Hand gel machines are still empty on the first floor.
- 19) Health Check machine is not operational – believe this has been escalated as there is no suitable socket installed. Feedback also has been that patients feel this would be better situated on the ground floor. I am aware that this was the original plan, to go by the check-in machines by the entrance but adequate provisions were not made for it to be sited there. Has there been any progress on this as patients had been trying to use it?
- 20) Are we having any of the Social Prescribers based at the new Center? NHS Presentation on the screens promoting the service generally and it would be good to have some based in the new facility.

- 21) Clocks had no batteries – this was quickly remedied along with additional temporary room sign posting – thank you.
- 22) Part of the ceiling is on the floor by the disabled toilet first floor, presumably left by a builder doing some snagging work.
- 23) Do we have hearing loop technology in the building?
- 24) Are there any plans to have a bit a greenery (House plants) around the building, especially in the waiting areas, promote clean air and they are quite therapeutic.
- 25) We spent a lot of time listening to doors being let go and slamming shut (mainly staff). Are other doors being fitted with dampeners?
- 26) Has the issue around keys to electrical installation cupboards been resolved?
- 27) We have witnessed several patients coming down the ramp access at the front and trying the fire doors to gain access. It may be fortuitist to have a sign on the fire door outside directing patients to the left to the main door. There is a delay on the automatic doors opening at times and they can be a little confusing as patients come in. (The large NHS banner above the fire doors lends itself to an entrance when it is a fire door)
- 28) Did the replacement consultant door signage get installed for the cracked Perspex ones?
- 29) Are the cameras monitored on the first floor by Reception or other team? Or are these for post review only if there is an incident?
- 30) The screen call, especially after lunch break, can be rather quick after check-in and patients have navigated upstairs. We witnessed some elderly patients being called before getting to the waiting area and called again. Patients are also coming up, using the facilities, and being called whilst engaged. If no staff present upstairs, are all patient called repeatedly? (We had patients not arriving upstairs but called twice and then no more)
- 31) If I am a patient coming for bloods and a medical appointment, will the Doctor/Nurse be able to direct me to the other floor for my next appointment or will I have to go back to Reception?
- 32) We asked groups of patients 'How did they hear about the move?'
Some hadn't heard anything and had first gone to the Concourse to see the posters. I personally asked a group of 8 patients all waiting together at the same time and 2 had gone to the old building. (on that premise, 25% had not seen any relocation communication). How long are the posters staying at the concourse? And do we need to repeat a relocation message?
- 33) Comments were made on how silent the first floor was between some of the verbal information pieces on the screens and being called. (Could hear a pin drop so people were not engaging in one another in fear of conversations being heard).
Is there an opportunity to have an information loop running in between or even music at a reasonable level?
- 34) We have had a few patients sent upstairs to wait and then the call screen said ground floor, after going back downstairs they were actually meant to be seen on the first floor and then had to come back up.
- 35) Do we only call patients that have checked in? There are many patients being called that do not seem to be in either waiting area.
- 36) Patients delayed in queue when wanting to submit a prescription. Is there a prescription letterbox that can go by the check-in screens?
- 37) Electric cupboard at the bottom of the main stairwell is open. Escalated to a member of staff and they tried to close it but a problem with the magnetic catch. They were going to escalate to a workman. It may need better, secure catches and danger signage. **UPDATE – WORKMEN WHERE FIXING THIS WEDNESDAY**

Did you get chance to read the Q&A?

I would like the PPG to conduct a Patient feedback questionnaire in a couple of weeks to get some feedback on the new building and changes. What are your thoughts?

Are there surgery plans for the open day in July?

Can we map a few patient journeys as a walk through to see if extra support needed or any improvements to service can be made?

The teams are all doing a fantastic job and have landed the move very well indeed. Well done to everyone involved.

Kind regards
Lottie