



Patient Reference Group – Patient Survey

2018



You asked.....

- For the patient toilets to be improved
- For additional car parking spaces
- Can the speed bump at car park entrance be removed.
- Why our Receptionists asked lots of questions when booking an appointment
- Can we have more higher chairs and chairs with arms available in the waiting room

We did.....

- Patients toilets in the foyer have been updated and refurbished
- Feasibility study completed, drain survey advised. Drain survey completed and quotes being obtained.
- Speed bump is a Highways planning requirement to slow down traffic due to the presence of the Fire Station. However, the intensity of the speed bump has been reduced.
- Our Care Navigators have received training to be able to place you with the soonest available and most appropriate healthcare professional. All Care Navigators are bound by the same level of patient confidentiality as healthcare staff.
- Additional armed chairs and higher chairs are now available in both waiting areas.

