

Hama Medical Centre  
**Dignity and Respect Patient Survey**  
**November 2017**

The previous Dignity and Respect patient survey was undertaken in May 2014, so, between 3<sup>rd</sup> and 6<sup>th</sup> November 2017 staff handed out 103 (2.02%) questionnaires to those patients attending for appointments – a total of 99 were completed – 1.94% of the practice population.

Staff met with the PPG to discuss the results on 15 November 2017. The results, as detailed below, show that patients were generally happy with the service the practice provides. It was pointed out by PPG members that the questionnaire should be updated to include provision for carers and those patients and who are less able, to give their opinion of the service provided. This has been noted and staff confirmed that this will be taken into account at the next survey.

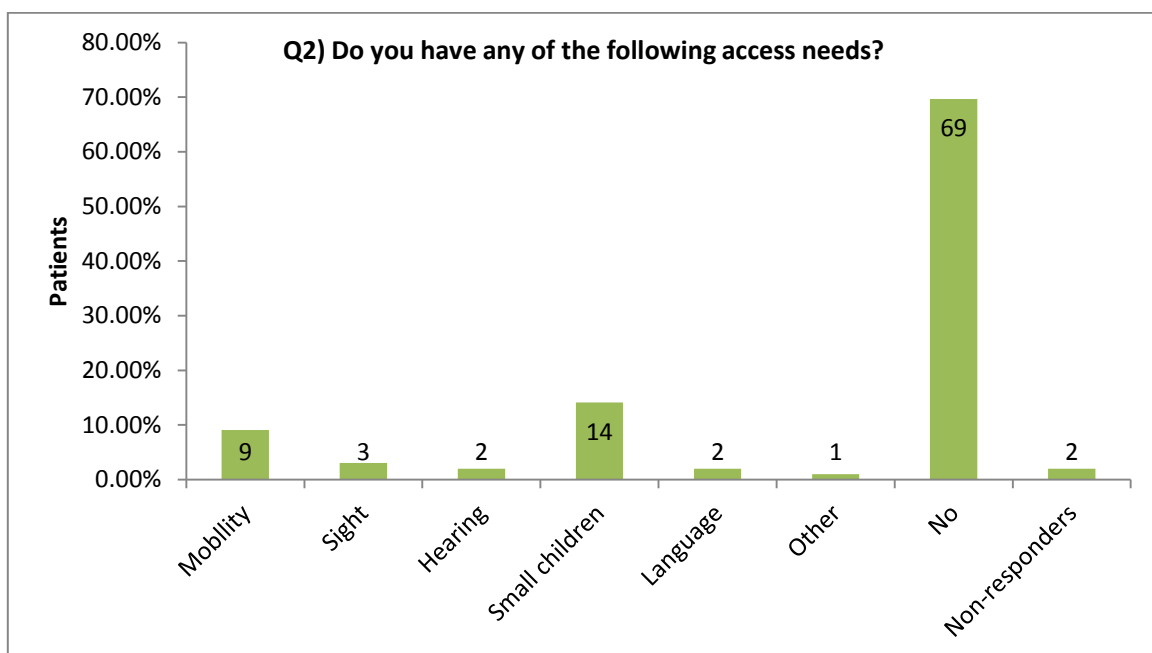
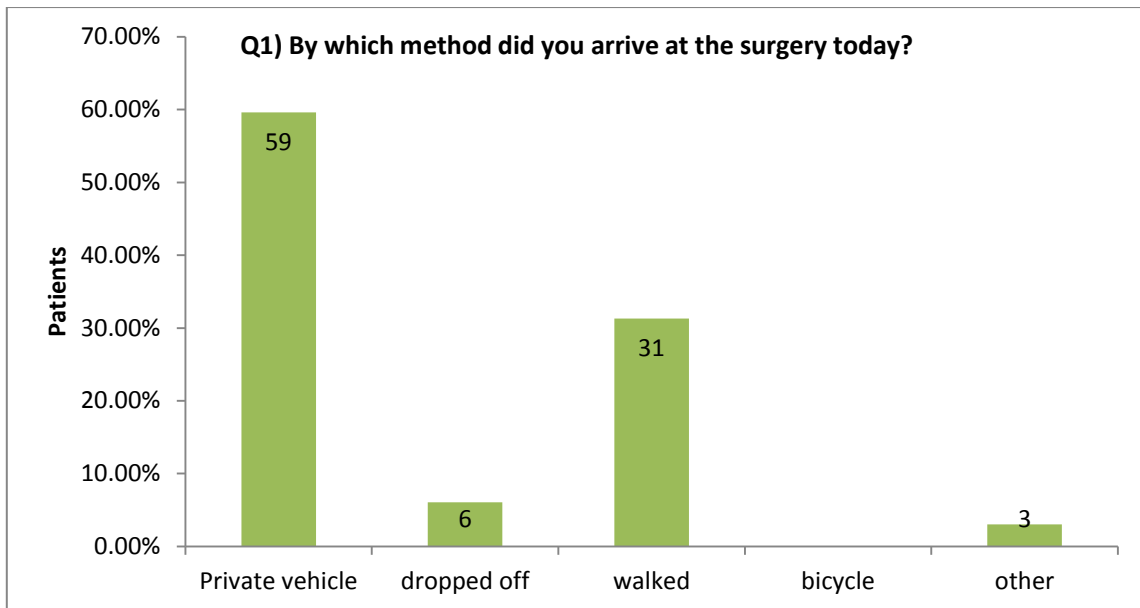
**Response and actions to comments:**

- ***“Surgery would benefit from more parking spaces including parent/child”  
and  
“Car park small but can’t be helped”***

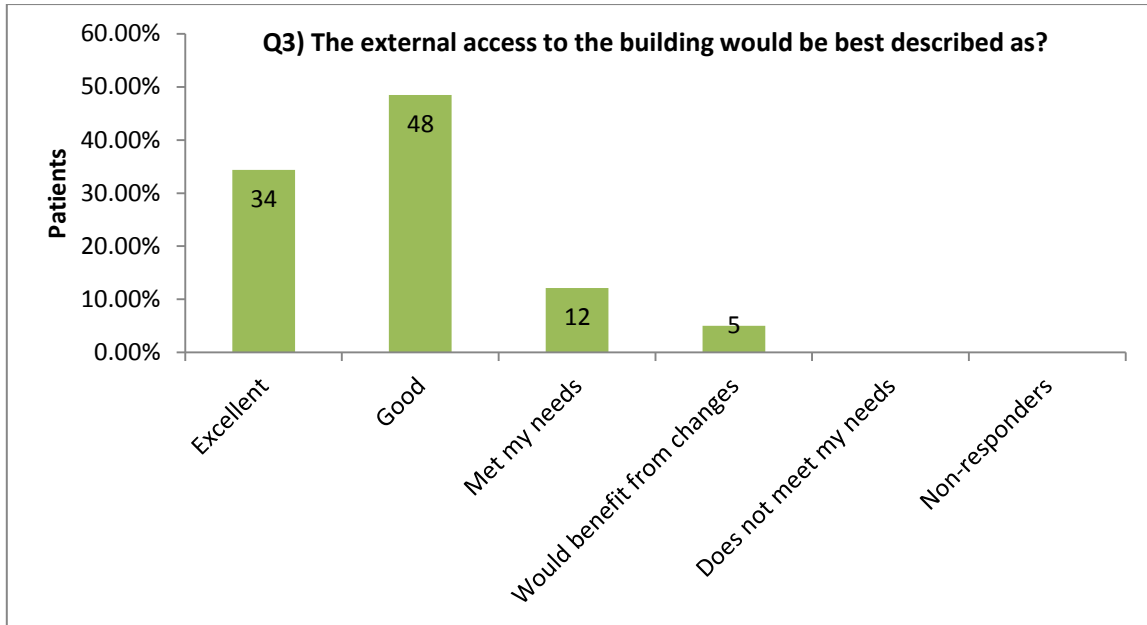
There is limited space in the car park making it impossible to provide more parking spaces including parent/child.

- ***“Usual healthcare could be displayed on screens – could do with magazines to read”***

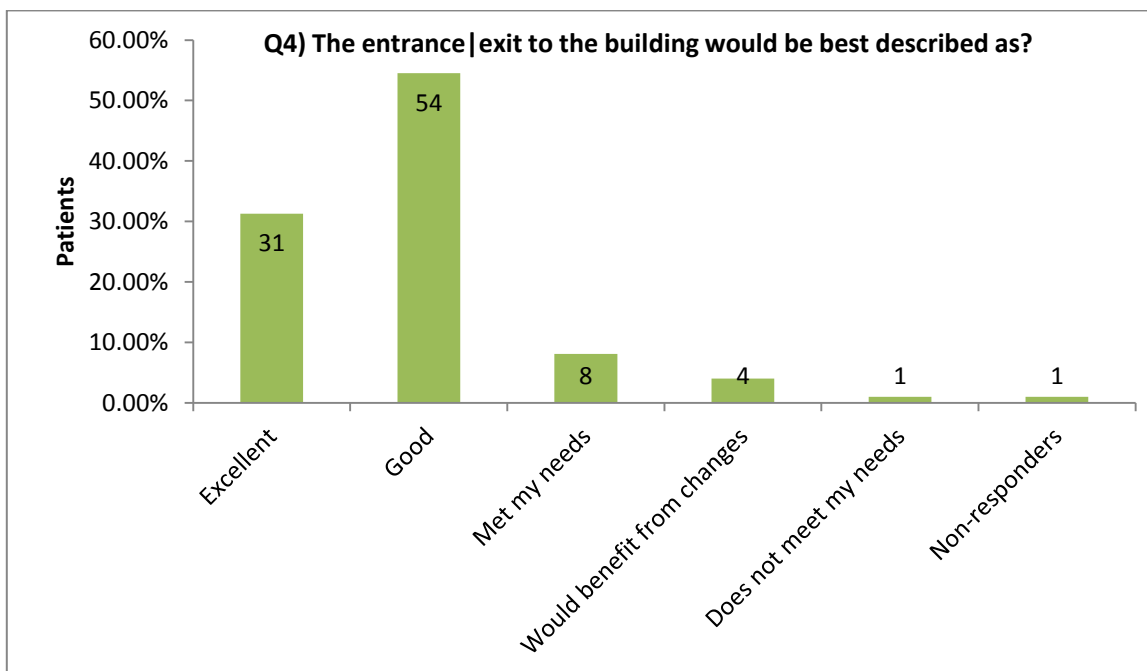
We have been asked on several occasions to reinstate the magazines in the waiting area. We removed them as a precaution against infections, since staff do not have the time to wipe over every magazine on a daily or weekly basis. The medical information has been provided to encourage patients to take the best care of themselves, in easy clean folders, and our PPG fully support this decision. We are sorry that we cannot fulfil your request at this time. It has been suggested that patients bring along their own reading material to their appointment.



One patient answered “Other” – no comments were detailed so it is not known how we could help this patient.

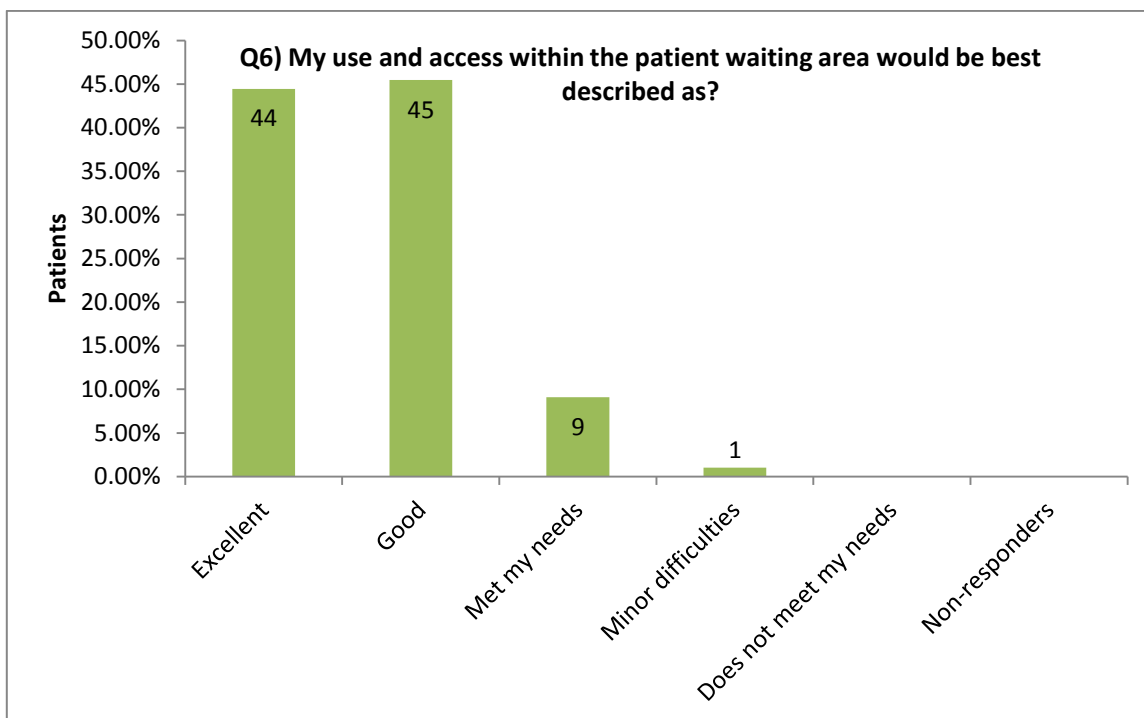
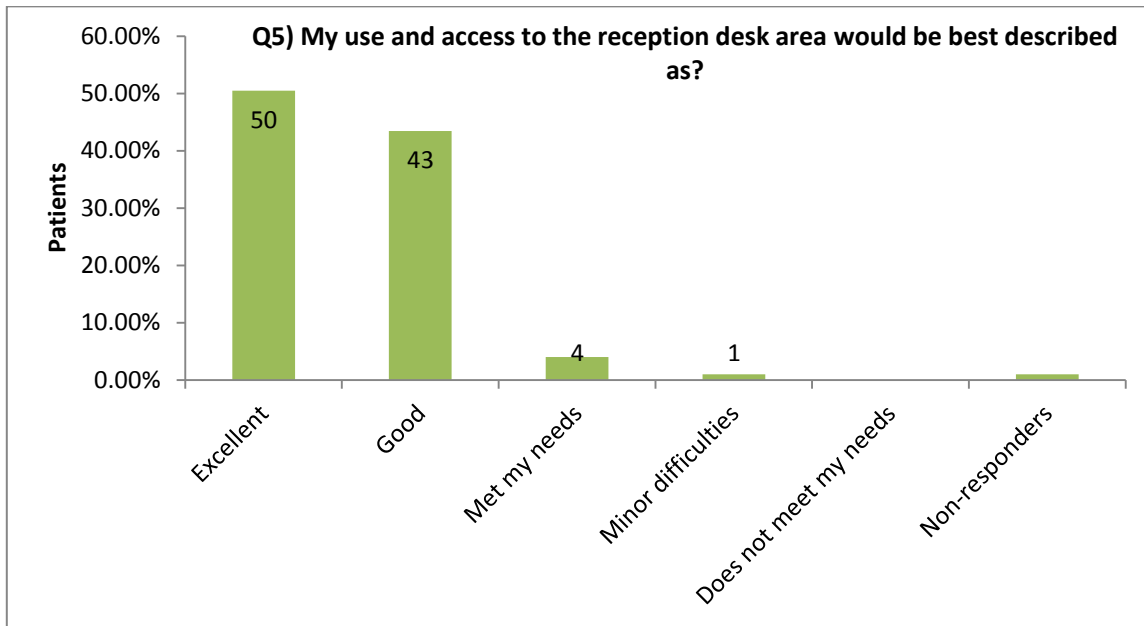


Five patients said the external access would benefit from changes, but did not comment on how it could be changed.

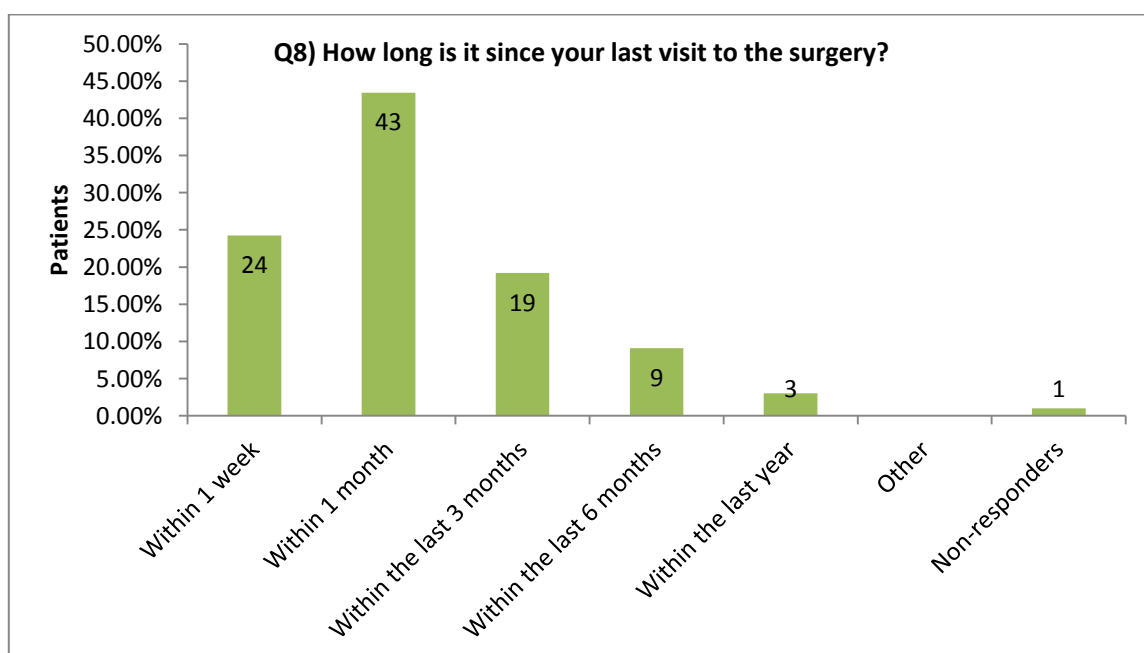
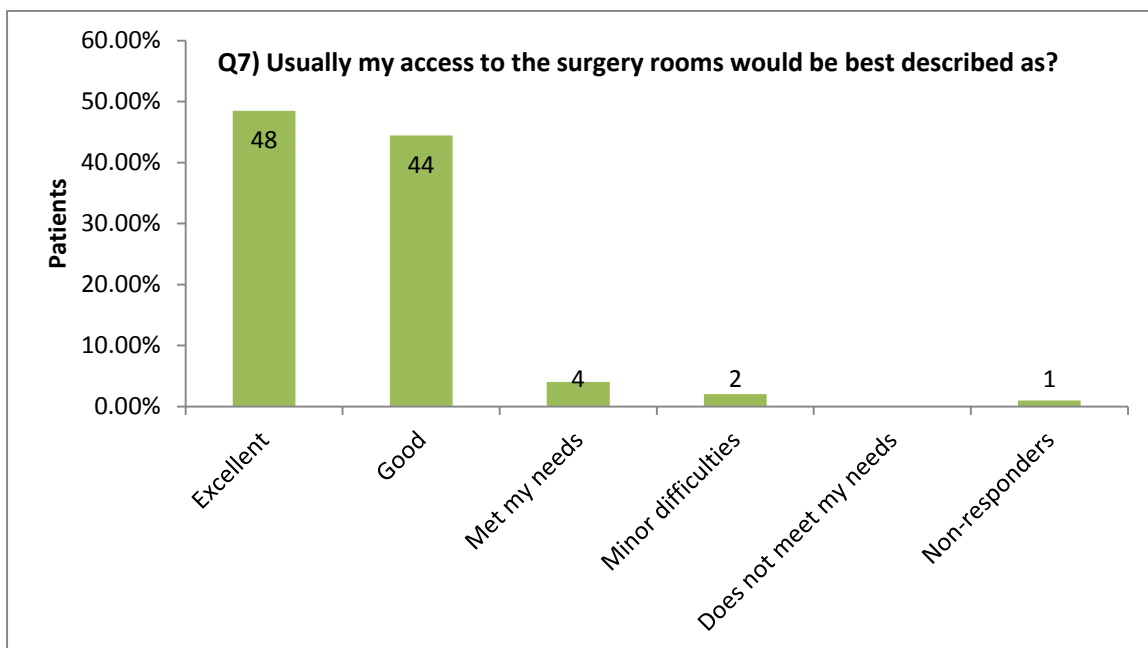


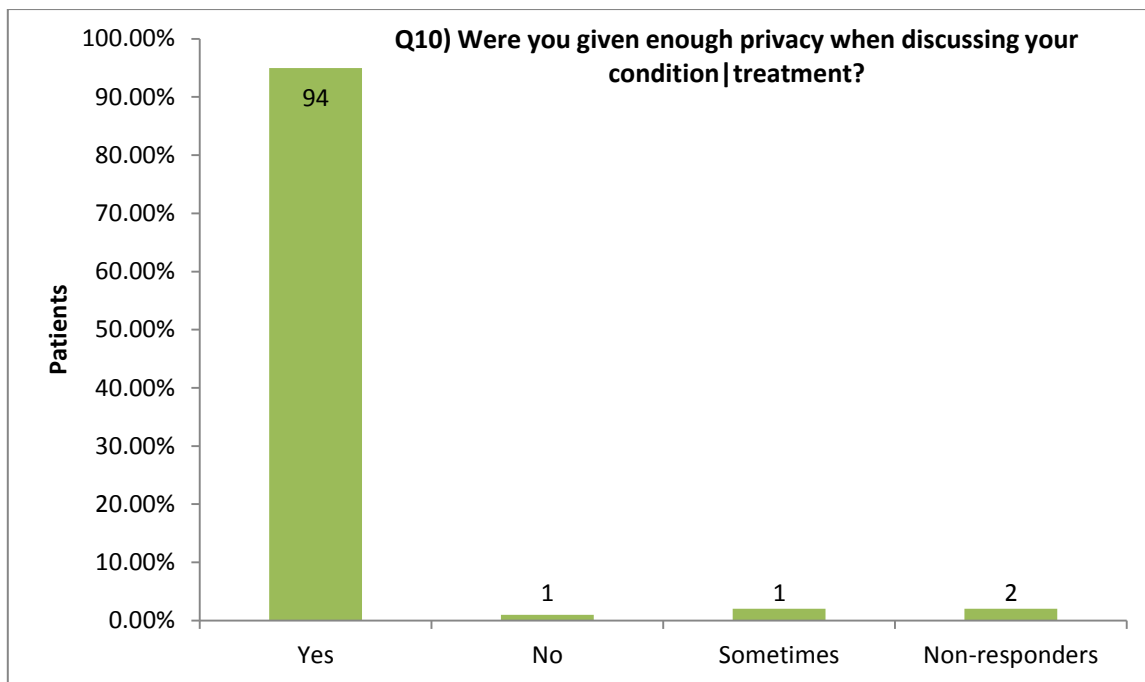
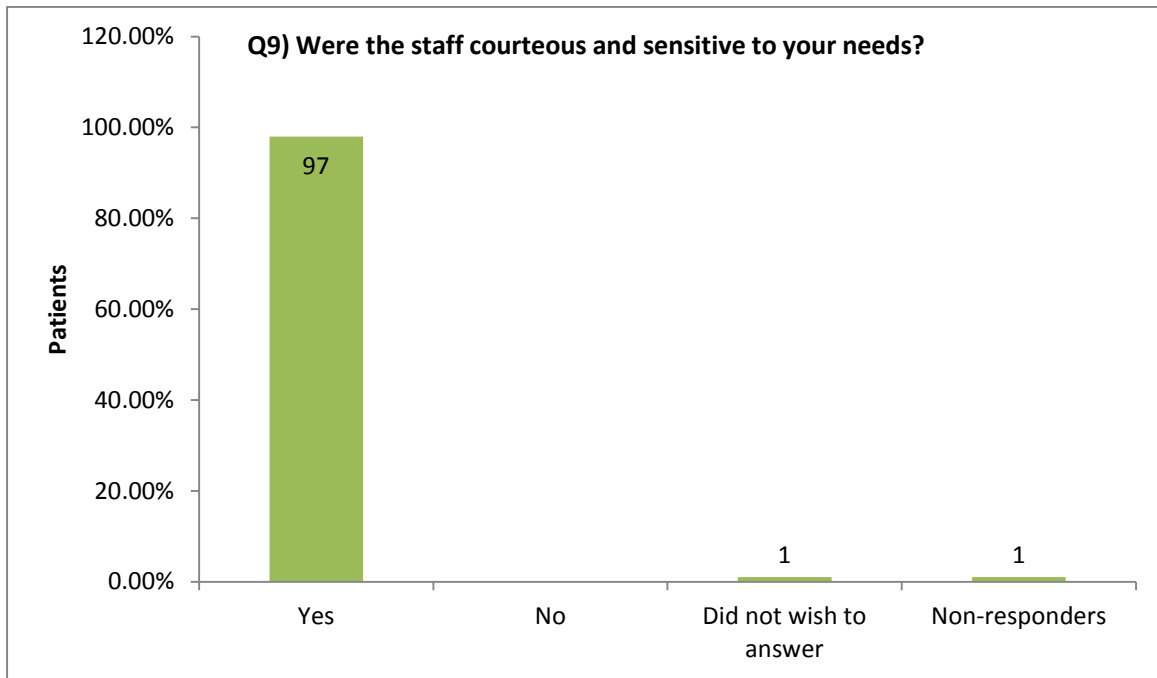
Four patients said the entrance | exit would benefit from changes but no comments were made as to suggested improvements.

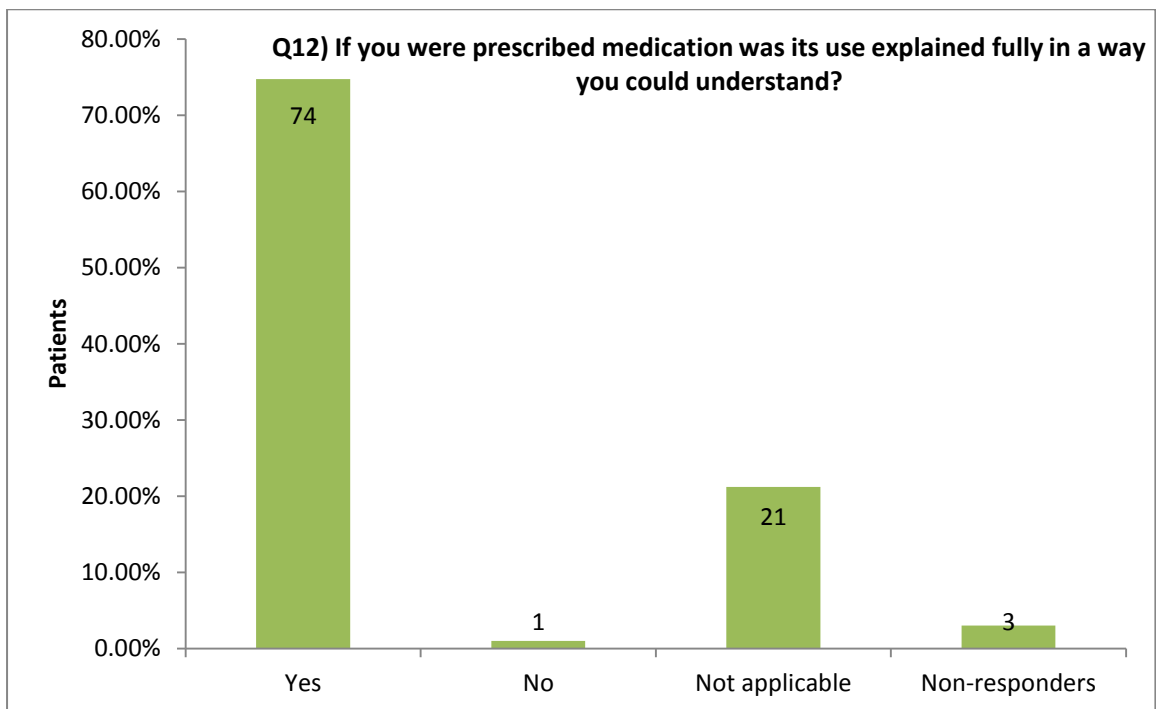
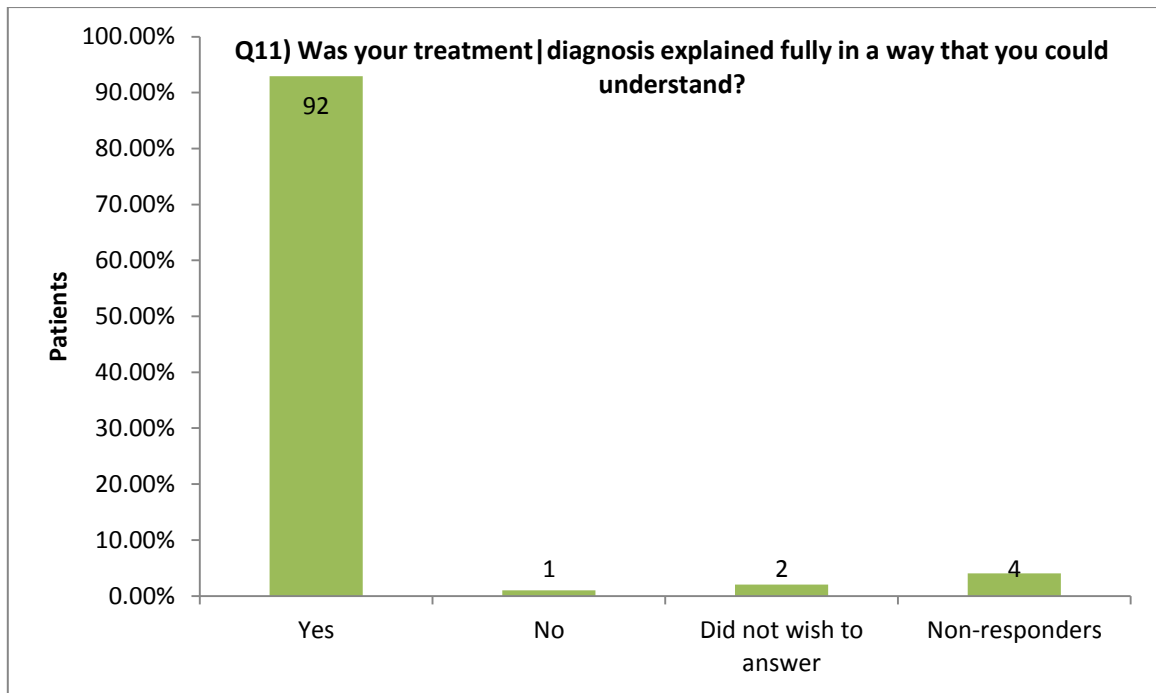
One patient answered “Does not meet my needs” but left no comment, so it is not known how we can help this patient.

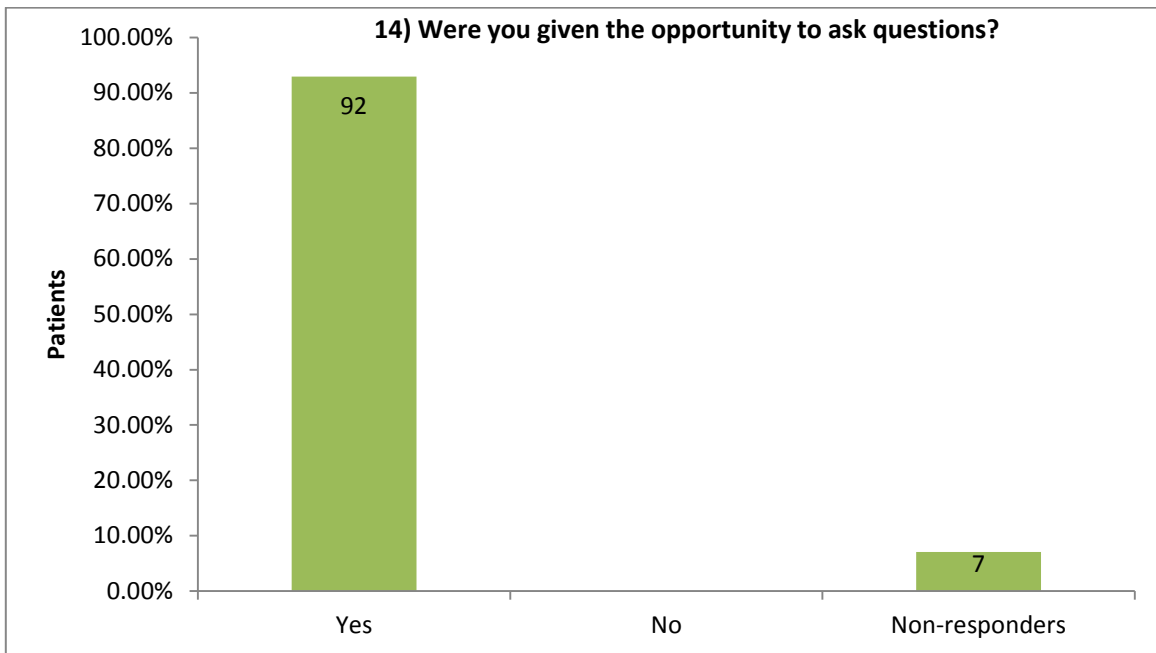
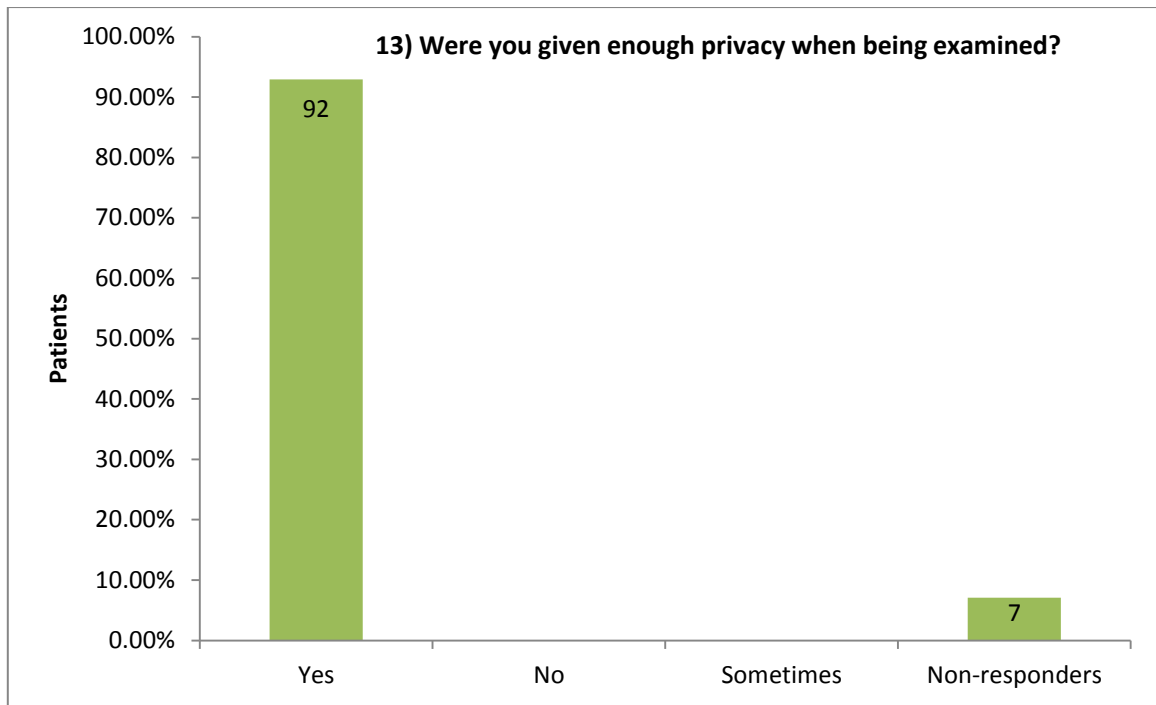


No details were received from the patient with minor difficulties when accessing the reception desk and waiting area.

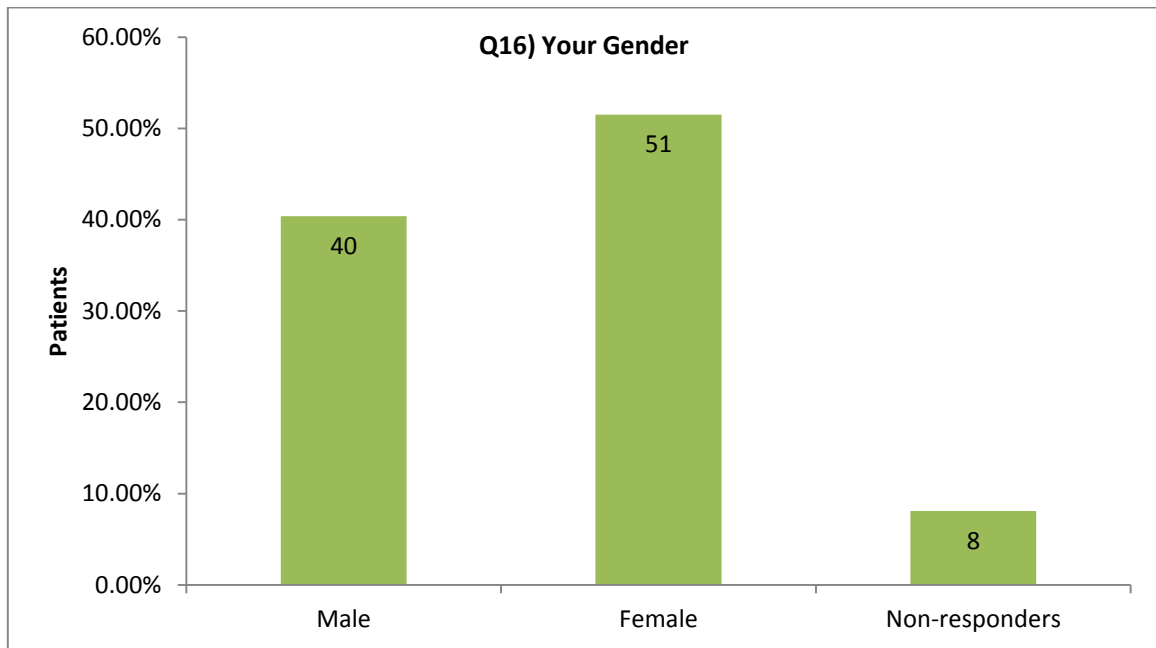
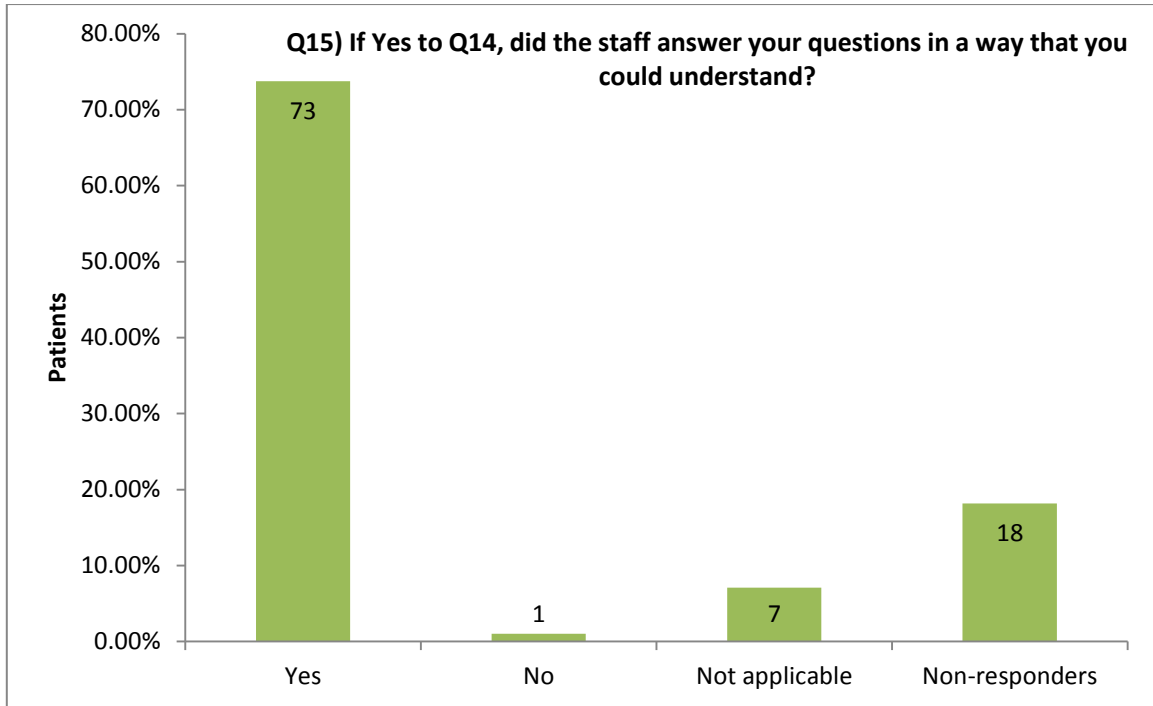


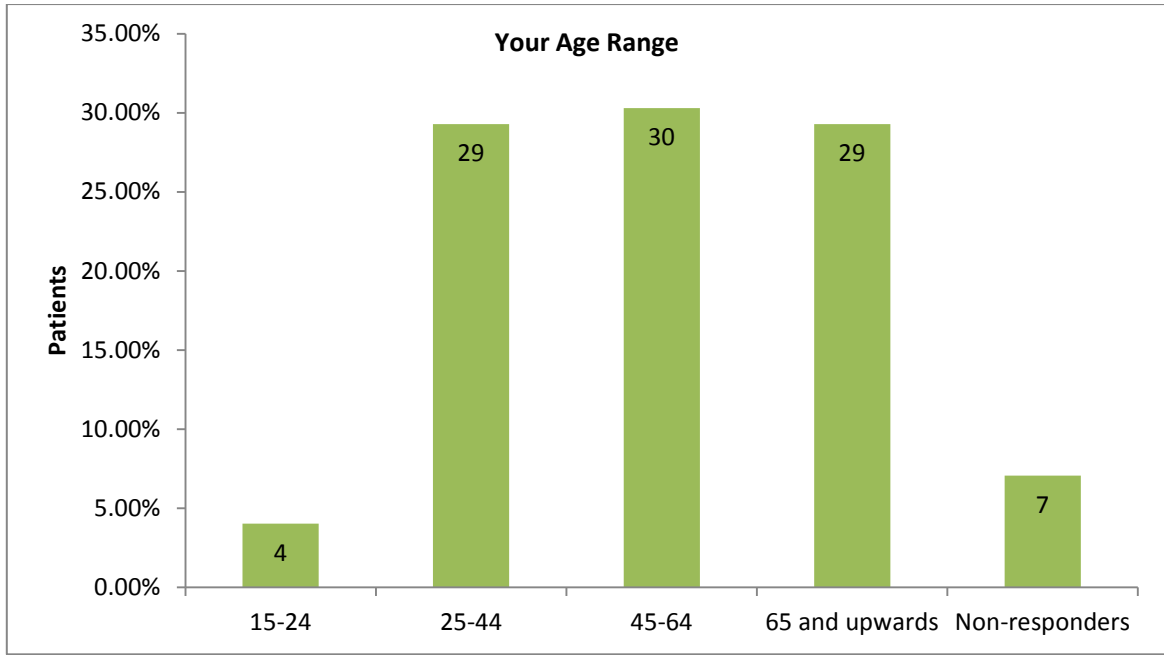












An updated dignity and respect questionnaire, agreed with PPG members, will be used for the next survey