

Comments from PRG Members	Responses
Getting referred onto hospital more easily upon request	Decision to refer to Secondary Care is a clinical one with consultation with the patient. It may be that we have a service which could help without going to the hospital.
More toys in the waiting area	Toys, unfortunately, are a Health Risk as poorly children inevitably put them in their mouth and transfer of diseases is increased. Toys within the waiting room need to be sterilised after each child has used them and unfortunately we do not have the staff or resources available to provide this service.
Dedicated children's clinic	This has been discussed with the Doctors and will be on the agenda for October's meeting of the PRG. It is felt that children should attend the Open Surgery where they can be seen on the same day. We appreciate that this means that you would need to wait to be seen, however there is no need to wait in the waiting room, you may ask the receptionist for an approximate time when you will be seen and then go shopping etc. returning to surgery before your turn to be seen.

Also suggested areas we should look at were:— appointments, health care you receive, telephone access and the Waiting Room area. As there was no details on the forms as to why you requested these areas should be looked at, it is not possible to itemise a response at this present time.