

# **PATIENT PARTICIPATION GROUP**

Since the very first meeting of a Patient Participation Group back in the Summer of 2010 and general patients suggestions, the Practice has had several requests for improvements:

## **You asked**

New flooring as the original was too noisy

Hand cleaning gel at the self check in and at reception

Information screen to be slowed down in order to read all the information

A chair for patients with hip/back problems

Doors banging as office doors are closed

Electric doors at the front door

## **We Did**

Installed softer floor covering to disguise noise levels of people walking through the waiting room.

Fitted a wall mounted unit at the self check-in screen and a supply of hand gel at the reception desk.

Slowed down the presentation

Purchased an Orthopaedic chair for the waiting area

Fitted new closing units so the doors close quieter

Electric doors fitted and in operation by mid January 2011