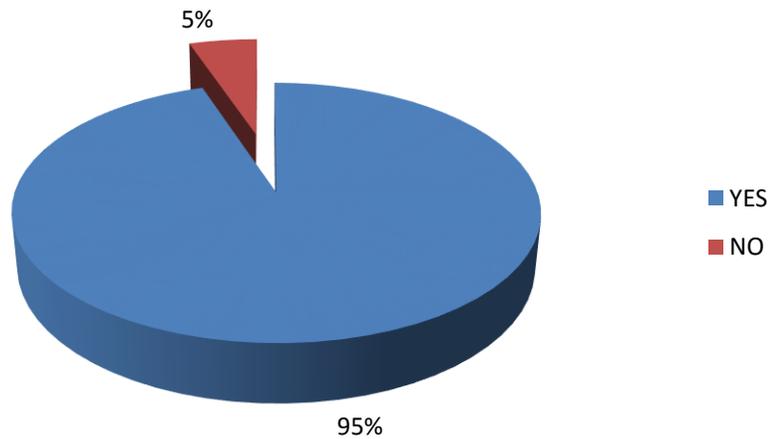


# ST JOHNS MEDICAL CENTRE PREMISES QUESTIONNAIRE JUNE 2016

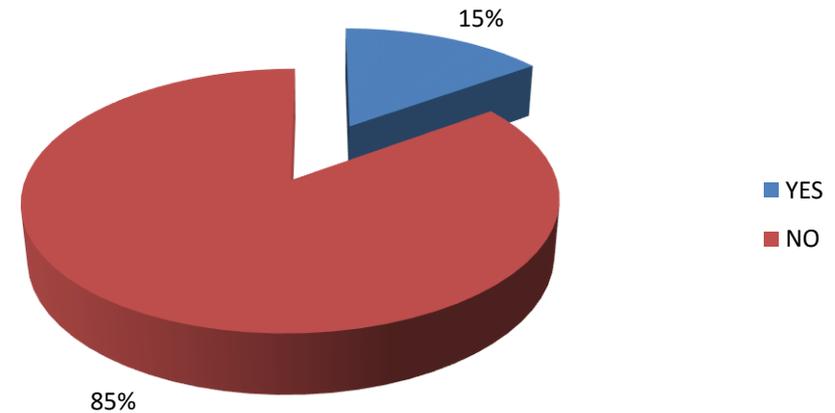
This questionnaire was completed by 100 patients over the space of 2 weeks. In June 2016 – The questionnaire will be presented at the PPG meeting on Saturday 2<sup>nd</sup> July 2016 and then uploaded onto our website and copies made available in the waiting area for our patients.

## 1. We have recently changed the waiting room chairs, and would like your feedback on the design and suitability?

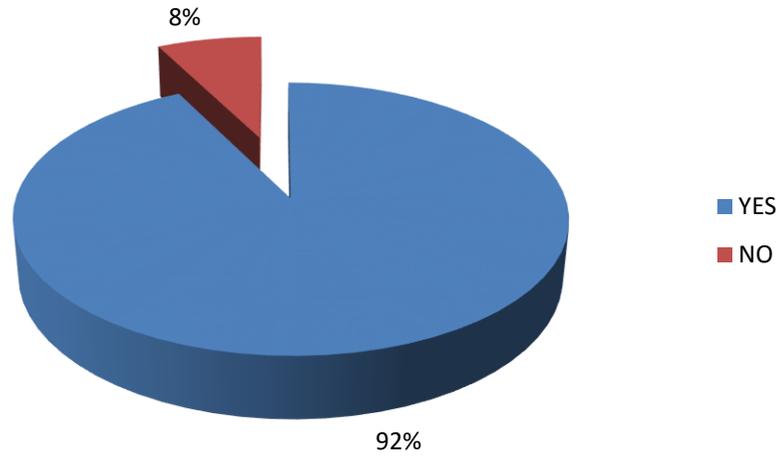
### Do you like our new chairs?



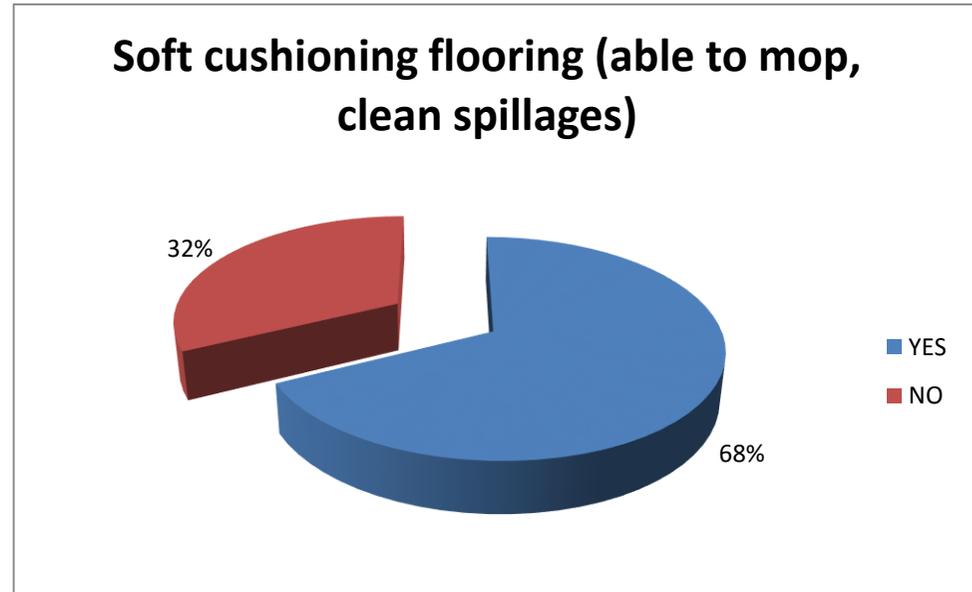
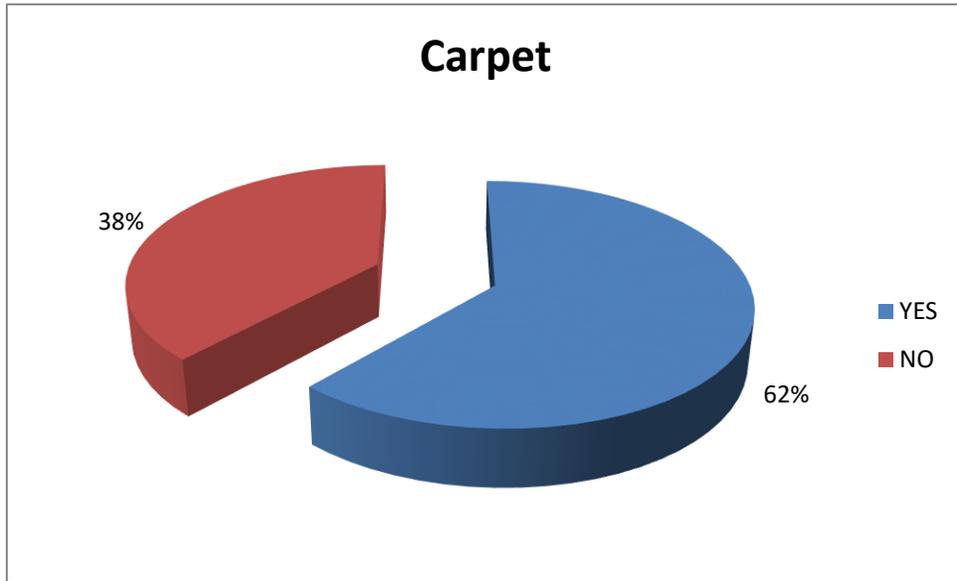
### Would you prefer cloth?



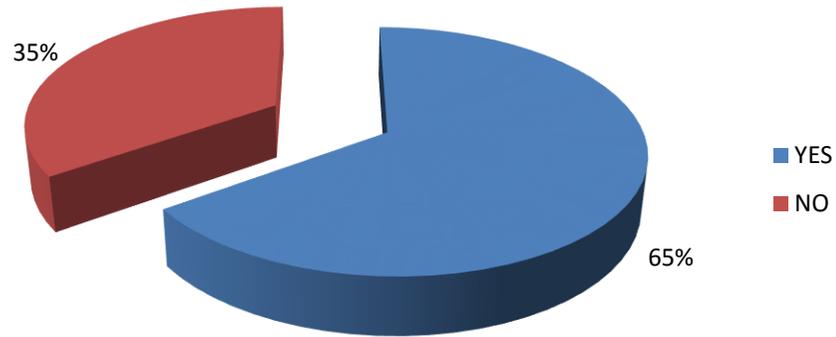
### Are they comfortable?



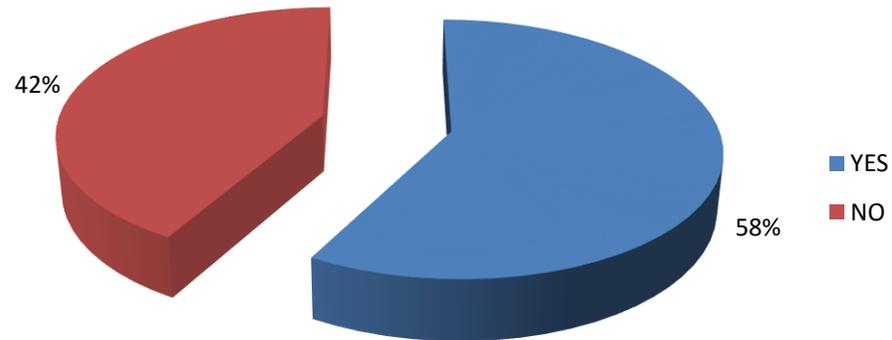
2. We are proposing to change the floor covering in the waiting room area – would you prefer:-



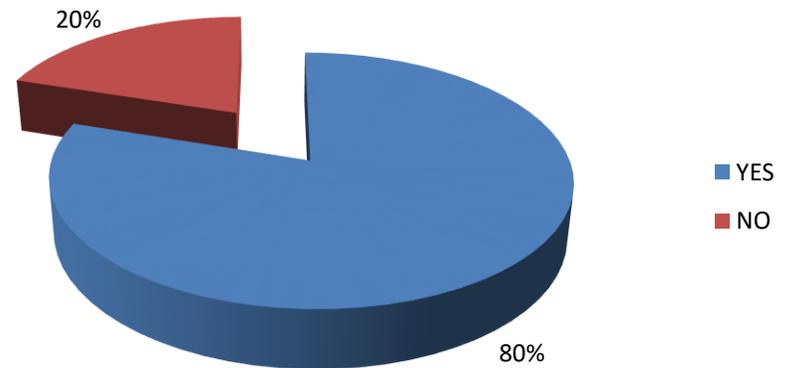
### Wood type flooring



3. We have an automatic blood pressure / height & weight machine in the waiting room, has this been of use to you?

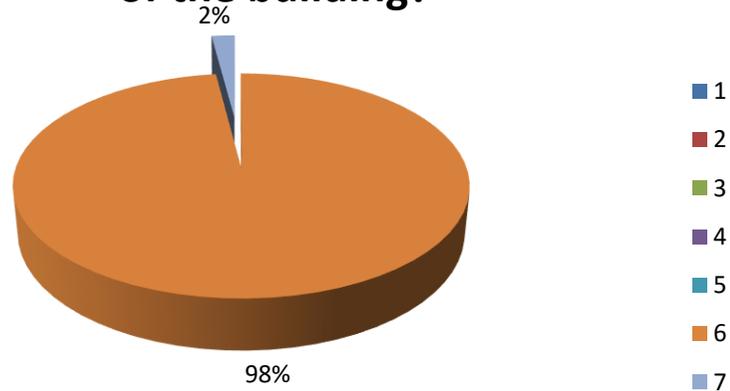


### Do you find the machine easy to use?



4. Are you happy with the general state of the building?

## Are you happy with the general state of the building?



1. These are the suggestions that some patients have made:-
2. Water machine is advised
3. I love the surgery & its location and the services I get are excellent (keep up the good service)
4. I have never used the automatic blood pressure machine but I presume it could be useful.
5. Please provide water dispenser in the waiting room, sometimes patients wait for more than 30 minutes.
6. Sometimes it takes so long for the phone to get answered.
7. Generally it is a clean and pleasant environment, a big improvement on the old surgery near st johns vale (though that was few years ago)
8. The automated booking machine is always broken – is it possible to fix it please.
9. Blood pressure machine gave me a false reading, which caused me stress for 2 weeks before a nurse could give me the correct reading.
10. Air conditioning – it becomes very hot in the building and if you open the windows you can't hear the doctor.
11. Better ventilation- ability to open windows more, separate children area for waiting room or different room it is very distressing to be disturbed by noisy children running around and making the waiting room dirty when you are ill.

12. More fans in the summer.
13. On the outside of the building NB the render needs cleaning.
14. Happy with the services warm staff around thanks.
15. Pleasant environment for families.
16. I am glad you changed the chairs as they were extremely filthy. The toilets need to have soap at all times and it would be good to have a floor that can be thoroughly cleaned. Thank you.
17. It is uncomfortable hot and humid in the summer which is obviously not comfortable for anyone if they feel ill.
18. Some toys to keep the kids busy. Weight machine is hidden and a lot of people don't know its there.
19. We should have a system that we can make appointments not hanging on the phone for an hour then no appointments. Thanks
20. Perhaps a status board? Let us know how late things are running?
21. LCD light and tea & coffee machine (waiting time more than 30 minutes)
22. Hotel or bar style long chair and table
23. 60" tv to watch Euro matches.
24. Water filter, play things for children, more staff on reception.

Minutes  
PPG Meeting Saturday 2 July 2016

|               |                    |
|---------------|--------------------|
| Mrs E Hunt    | Patient            |
| Mrs M Allen   | patient            |
| Mrs D Muir    | Observer           |
| Mrs J Lumsden | Operations Manager |
| Mr C Stears   | Management Partner |

This was our first face to face PPG meeting in a long while and it was good to see that a couple of you had made the time to attend. It was agreed that we will continue to have these meetings on the first Saturday of every month when the surgery is actually opened to patients. The time will remain the same 10.15am – 11.15am.

We discussed on other ways on how to advertise these meetings, (MA) thought that facebook would be a good way, posters around the surgery, on the website and maybe add to bottom of prescriptions.

Having a chair person or co-ordinators to take the minutes and maybe type up a newsletter, help out when it's the flu season in the surgery and maybe making up posters to advertise how many "Did Not attend" DNA's monthly.

Becoming a dementia friendly practice.

We then went onto discussing and answering the comments that the patients had kindly written when filling in the premises audit in June this year. As you can see from the graphs above of what patients thought about our premises.

Colin and I will now address some of the comments that were left:

### **Water Machine**

Unfortunately we are unable to provide a water dispenser as it comes under Health & Safety and Infection Control (Health & safety as water is accidental spillages , children playing around with the machine with other electrical appliances and points around. Infection control – around the cleanliness of the machine. (most GP practices had to remove their water dispensers.

### **BP / Weight / Height machine in waiting area**

For those of you have used it thought it was a good idea

### **It takes a long time for telephones to be answered**

We apologise for this but we have increased our man power especially on a Monday & Tuesday morning when both Colin and I are at hand to answer the telephones from 8am and also are around in the reception and waiting area for any concerns – there are normally four receptionists that are answering the telephones in the mornings – our patient list size has increased as we are now nearly 14,000 patients. As the flats go up in Lewisham so does our list size.

### **New Chairs**

Yes much better as now wipeable for any spillages (Chairs had to be changed from cloth to wipeable as per Infection control & Health & Safety policies.

### **Air Conditioning**

We understand that it does get unbearable hot in the summer months in the waiting area – it is the way that the building was built, we will invest in a few more fans in the waiting area.

### **Separate waiting area for children**

Unfortunately we are unable to accommodate this, we do have posters around the surgery asking parents to be mindful of their children running up and down the waiting area.

### **Status board**

We will look into this and update at next meeting