

## Response sheet to suggestions April 2017

Patient Suggestions.	PPG Response
Create a folder of local support groups for health issues, for use by patients in waiting room.	Practice Manager has organised information re the support groups available for patients and it was decided that a folder would duplicate. Liz to check that support groups found so far are on boards somewhere.
'New doors'/ Dorguards	There are insufficient funds for Dorguards. Practice Manager is discussing with landlord to change outside entrance. Please note that surgery is legally compliant with existing doors and bell.
Make a play area for children. [From Lucy]	Toys, books etc need a special cleaning programme but children are welcome to bring their own toys with them.
Need to be better with waiting times, a 25 minute wait.	Reception staff do try and keep patients informed if appointment schedules are running over. If you are kept waiting for 30 minutes please go to reception and explain.
Analysis of waiting times.	Average waiting time for all Baldock Surgery Patients to see any GP or their registered GP[including sit and wait emergency clinics for which there would inevitably be a longer wait, and Locums new to the Practice] for the last 12 months is 9-87 minutes.
Provide magazines	Magazines are seen as a means to spread infection. Patients are welcome to bring their own.
Water Dispenser	If patients feel they need a drink of water please feel free to ask at reception.
<p><b>Suggestion</b> Give out leaflets to patients to only order what you need and not just repeat prescriptions to avoid hoarding.            Ensure people who have jobs, pay for prescriptions.            Ensure people do not order for parents, friends and family who should pay.</p> <p><b>Response</b> All prescriptions are given to patients for a medical reason, not simply by request for others to use. Repeat prescriptions are monitored and patients requested to visit Dr for check up at regular intervals. The system for checking validity of exemption is not the remit of this Practice.</p>	