

## **PATIENT SUGGESTIONS – as at May 2023**

- 1. Reception – it is a complete and utter dog's breakfast. It appears now to have moved to the office in the lobby. There is absolutely no privacy. The staff sit against the back wall and are to'ing and fro'ing between the door to speak to patients which often seems to involve multiple trips back to their computers. Meanwhile patients stand with their foot holding door open. Very unprofessional.**

Thank you for your feedback. Our reception team have been situated in the front office for at least 12 months. We appreciate there are some frustrations with the current set-up. Due to staff shortages, we have not been able to operate as originally planned. Although we have now increased staff numbers we are currently conducting a review of the situation. Unfortunately, the layout of the property means that there are limitations to privacy no matter where our reception team are situated. We will ensure your feedback is included as part of our review.

## **PRAISE**

1. Mel is a very nice person to deal with. My appointment was on time. Her assessment of my condition was spot on and the recommended prescription cured my symptoms.

Thank you Mel. Thank you Kingswinford Medical Practice.