

PATIENT SUGGESTIONS –

February 2024

1. More colour

It is unclear what the suggestion refers to, it is assumed that the patient wishes to see an improvement in the decorating or noticeboards. We are in the process of refreshing the noticeboards. Unfortunately, as we are only tenants in the building, we don't have any control over the paint colour.

April 2024

1. Waiting room

Depressing adverts. People do not come by choice, waiting room would be better if it had more positive posters and music instead of depressing adverts or tv to watch. Check and change posters in the toilets.

We have recently refreshed a lot of the noticeboards in our waiting room. Unfortunately, due to requirements to signpost patients to correct services, there are specific posters we need to share. Inevitably, these are not all going to be positive.

This also applies to many of the adverts on the television screen. Whilst "depressing" many carry an important message.

We share the waiting room with other services in the building. To play music requires a music licence which, obviously, incurs a cost. Even if this cost is paid by the practice, we would then need to agree a specific type of music as not all music is agreeable to all. It would also mean that any sound from the screen may not be heard as the systems wouldn't be linked, as such patients may not hear their name being called.

We will review the posters in the toilets; thank you for bringing it to our attention.

PATIENT COMPLIMENTS – January 2024

Russells Hall hospital made an error on my prescription. Kingswinford doctors sorted. Thank you to staff and Dr Halls.