

## **PATIENT SUGGESTIONS – June to October 2024**

### **June 2024**

**1. Play area**

Our Patient Participation Group provide a children's table with books on in the waiting room. They used to provide a colouring area, however, the pens and pencils were often left all over the floor which creates trip hazards. Unfortunately, a play area is likely to create the same hazards.

**2. There are no baby change facilities in the toilets? Although we were shown to an area, surely you should not need to. Odd for such a basic service in a GPs?**

Unfortunately, Kingswinford Medical Practice do not own the building and, therefore, don't determine the facilities available. As you state we are able to provide a private area for baby change and breastfeeding. If you feel a more convenient solutions is required, please contact NHS Property Services.

**3. Can we have more disability parking please?**

Any issues with the car park need to be raised with the landlord, NHS Property Services. As we understand it, the number of disability spaces is determined by the size of the car park. When the car park was re-surfaced they reduced the number of disability spaces to one in line with current guidance. However, following feedback, and the involvement of a local councillor, the second space was reinstated.

### **July 2024**

**1. Drinks machine or water hydrant please. It's supposed to be summer!**

We have considered whether it would be feasible to have a water machine in the waiting room, however, the additional risks (spills, slips, legionnaires, cleaning) and cost outweigh the benefits. Our reception team will provide a cup of water if a patient is in need.

### **October 2024**

**1. Nappy change facility**

Unfortunately, Kingswinford Medical Practice do not own the building and, therefore, don't determine the facilities available. We are able to provide a private area for baby change and breastfeeding. If you feel a more convenient solution is required, please contact NHS Property Services.

**2. Leaflets/information about Alzheimer's please**

The majority of our leaflets are provided by a third party, therefore, we don't have control over what is included. We are sorry you were not able to find a leaflet to meet your need. Our reception team and carer's champions are trained to signpost patients to relevant services. If you require something that is not available, please speak to one of the reception team.

### **Compliment – July 2024**

My daughter had an appointment with Dina, who was lovely, patient and a lovely person. A+ for Dina

### **Compliments – August 2024**

Cannot fault staff/GPs. Thank you

Keep being yourselves; you are amazing

Reception are amazing – so helpful

**Compliment – September 2024**

Everything is good on NHS. Always got on all the time.

**Compliment – October 2024**

I would just like to thank the brilliant receptionists for all their help. They are brilliant. Very knowledgeable and extremely helpful. Thank you