

## **Suggestions**

**August 2025**

**Waiting room – leaflets on the walls, you can't read them without getting up close.**

**The floor in the waiting room is not nice to look at.**

We are sorry that the notices and posters are not in a larger font. Many are supplied to us in that format and then displayed to share information with patients. The amount of available space, and the volume of information to be shared, also impacts on the size of posters. We are trying to add more information to the waiting room screen. This should make the information more accessible to all and will mean you can remain seated.

We have already reported the waiting room floor to NHS Property Services who are responsible for cleaning. We will submit a further complaint expanding on this and noting the concerns of patients and the PPG. In the meantime, we will endeavour to remove the old hazard tape from the floor in the hope this improves the situation a little.