



Help Us Help You Better

The Patient Participation Group here at Rowan Tree are responding to your recent comments in our Annual Survey. To help us prioritise, you'll see some really short questionnaires over the coming months. Please, help us out and tell us what you think! We'll try to do something about it.

This month, we're talking about **the environment in and around the surgery**

DO IT NOW and leave with Reception | **DO IT LATER** – take this home and drop back in to us by June 30 | **Download it from our website** at www.rowantreesurgery.co.uk/june

Tick all that apply

Recreation Ground:

1. Are you ever uncomfortable walking through the play area outside when visiting the surgery?

Yes morning Yes afternoon Yes early evening Yes after dark No never

Lighting Outside:

2. Are you ever uncomfortable with the amount of lighting from the road to the surgery?

Yes early evening Yes after dark No never

Facilities for children:

3. We don't have much space, but could we make attending appointments with children easier?

Provide more books Provide more puzzles Improve play area No, you're OK

a) *If you have children, how old are they?*

Under 5 5-10 years 11-15 years

Refreshments:

4. Would you like more refreshments in the waiting room (if space allowed)?

Jugs of tap water Cold water dispenser Hot drinks vending unit No, we're OK

Privacy in Reception:

5. Talking privately with Receptionists can be awkward here sometimes. Would you prefer...?

To talk in a side room To have others wait further back It doesn't bother me

6. How would you rate these issues in terms of their importance to you? *Write 1-5 in each box*

- Recreation ground
- Lighting outside
- Facilities for children
- Refreshments
- Privacy in Reception

That's it! Thank you for your help, your opinions matter a great deal

Rowan Tree Surgery Patient Participation Group

Help us again – sign up to our wider Patient Experience group at

https://www.mysurgerywebsite.co.uk/secure/survey_signup.aspx?p=G82715