



**Help Us
Help You Better**

The Patient Participation Group
have been working on your
feedback to the Environmental
survey you kindly completed in June

What you said about **Privacy in Reception**

17% wanted to be able to talk in a side room

15% would like other patients who are waiting to stand further back

67% were not bothered by the current arrangement



Privacy in Reception

- We respect your right to privacy, please do not feel uncomfortable if you wish to speak to a Receptionist in a quieter area.
- It may take a few minutes to arrange but we are very willing to do this.
- Just mention it to a receptionist.



Privacy in Reception

- Please can we ask all patients to stand back from the Reception desk until the patient in front of you has finished speaking.



Keeping children occupied

- *8% thought more books would help*
- *10% thought more puzzles,*
- *26% suggested an improve play area*
- *55% thought current facilities were OK, although these were mostly respondents without children*
- *77% of those with children said the child was under 10 years.*



Keeping children occupied

- The Patient Participation Group has agreed to purchase a magnetic whiteboard for use by younger children in the waiting room.
- This will be funded from the sale of books in the surgery.



Refreshments in waiting room

- *2% would like jugs of tap water*
- *65% cold water dispenser*
- *8% hot drinks dispenser*
- *24% responded they did not need anything*



Refreshments in waiting room

The Patient Participation Group is currently researching the costs of a water dispenser.



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We asked are you ever uncomfortable with the amount of lighting from the road to the surgery?

- *5% were uncomfortable in the early evening,*
- *39% after dark,*
- *56% never, however this included people who would not come to the surgery after dark.*



External Lighting

The Patient Participation Group are in discussion with Tunbridge Wells Borough Council to see if the lighting can be improved.



We asked are you ever uncomfortable walking through the play area outside when visiting the surgery?

- *10% of you were uncomfortable in morning or afternoon, or evening,*
- *24% after dark,*
- *56% never*



Walking through the play area outside

- The difficulties with football in the play area have improved, and there are continued discussions to ensure children play in a way that is safe for all.
- The front surgery steps have been painted to increase visibility and the recent flooding problem has been addressed by Tunbridg Wells Borough Council.

