

Bridport Medical Centre – Focus Group September 2013

“The waiting patient”

1. CONVERSATION: INFORMATION

Issue/Challenge	Solution
Patients need clear signposting to relevant information	Health “zone” in waiting area.
Those who are signposting need to know where to get information from. If BMC have not got information, where else can this be sourced?	Consider volunteers/trained reception staff to assist patients to access information or signpost on. Consider information/advice line (voicemail)
Website – promotion of on-line information	Consider “health pod” – online facility linking to health related websites such as NHS Choices. Assistance for those “less technologically able”. Additional links via website
Pressure on phones/front desk.	Promote other information sources - Need to shift enquiries relating to non-essential information to other sources e.g. online to allow reception staff to be available to deal with more complex queries (also those not able to access information via other means)
Availability of online services (prescription/appointment booking) – how do we publicise this service	Consider upgrading Lifechannel/Jayex screens to publicise services/promote self-help. Use this to promote online booking/website
Not all patients attend regularly – how do we keep the irregular attendees informed	Upgrade website. Article in Bridport News advising patients that we are improving information services @ BMC
Wide range of patients (young/elderly/disabled) – how do we reach all groups?	Critical info (at least practice leaflets to be made available at key establishments e.g. chemists/ health clubs)
Information needs to be relevant and up-to-date	Internal produced leaflets that are updated regularly.

2. CONVERSATION – CUSTOMER CARE

Issue/Challenge	Solution
<p>Signage</p> <p>Toilet in foyer – no longer in use but sign remains.</p> <p>Facilities such as water fountain/BP self-help pod need to be signposted</p> <p>Need to improve queue signage to explain how barrier functions</p>	<p>Remove sign</p>
<p>Confidentiality</p>	
<p>Seating</p>	
<p>Access</p> <p>Disabled patients/mobility scooters (possible H&S risk)</p>	<p>External Bell/intercom to alert reception staff that a patient with poor mobility requires assistance into the building. Inform patients (3 months) that mobility scooters will no longer be allowed in the surgery. Wheelchair assistance.</p>
<p>Children’s play area</p> <p>Noise/size/infection control</p>	<p>Consider moving to a different location/ decreasing size/soundproofing.</p> <p>Signs to advise patients to be aware of other patients needs when attending (children to play quietly etc)</p> <p>Regular disinfection of children’s area.</p>
<p>Telephone</p>	
<p>TVs</p>	<p>Upgrade Lifechannel.</p> <p>Consider information hub/zone with internet access.</p>
<p>Need a suggestion/concern box</p>	<p>Install</p>
<p>Information displays</p> <p>Need to carry on presenting information via displays in the foyer</p>	<p>Ongoing</p>

3. CONVERSATION - ENVIRONMENT

Issue/Challenge	Solution
<p>Seating</p> <p>Patients with needs due to disability</p> <p>Location of seating – near consulting rooms</p>	<p>Seating of various heights, with/minus arm rests</p>
<p>Mobility scooters</p>	<p>Consider dedicated parking area (internal) for mobility scooters.</p>
<p>Visibility of indicator board</p>	
<p>Lighting</p> <p>Too institutional"/unwelcoming/intimidating</p>	<p>Softer lighting</p> <p>Recycle art</p> <p>Plants</p>
<p>Refreshments</p> <p>Water</p> <p>Vending machines – prefer no vending machines</p>	<p>Done!</p> <p>Consider asking patients via Questionnaire?</p>
<p>Information</p> <p>Signage – facilities need to be signposted (water machine BP pod)</p>	<p>Recycle TVs to present practice information.</p> <p>Signage at entrance to indicate services on the 1st floor.</p> <p>Notices to ask patients to respect other patients while waiting.</p>
<p>Magazines</p> <p>More small tables/magazine racks</p> <p>Quantity and quality of magazines</p>	<p>No change required</p>
<p>Flies</p>	<p>Fly spray required!</p>