

## Suggestions received

You said...	We did...
<p><i>Make all appointments longer, so that it becomes less likely GPs end up overrunning and patients have to wait for an hour or more before being seen because all the previous patients have needed more than 10 minutes (Feb 2012)</i></p>	<p>We are aware that giving patients the time that they need can sometimes cause significant delays for other patients and we appreciate that this is our patients' biggest cause of dissatisfaction.</p> <p>We do not think making all appointments longer is a pragmatic solution to address this problem for a number of reasons. Some patients genuinely take only a couple of minutes. Lengthening <i>all</i> appointments will mean fewer patients can be seen each day. We will discuss this matter at our next practice meeting and try to find a more workable way of making improvements in this area. We will report back via the newsletter and website. (March 2013)</p>
<p><i>Get more light bulbs for the downstairs waiting room (Feb 2013)</i></p>	<p>Replaced the broken light bulbs in the waiting room (March 2013)</p>
<p><i>Water cooler (Feb 2014)</i></p>	<p>We have considered getting a water cooler but we are concerned about the environmental aspects of using plastic cups and reception staff are not keen on extra washing up that would be generated if we were to use real glasses. Reception will always be happy to provide a glass of water to anyone who is feeling hot or thirsty. (March 2014)</p>
<p><i>Save the NHS (Feb 2014)</i></p>	<p>We agree! (March 2014)</p>
<p><i>Have a sign on the INSIDE of the inner glass door that reminds visitors to use the hand gel just before they leave. Last time, I remembered to use it when I came in because of the sign but by the time I was about to leave I had forgotten about the sign on the outside of the door. (Feb 2014)</i></p>	<p>The sign is displayed on the inside of the glass door because we want to reduce the spread of germs in the practice. It is therefore more important that visitors use the hand sanitiser on the way in. Visitors are welcome to use it on the way out too but we feel too many signs around the place reduce their impact. (March 2014)</p>

<p><i>Water should be available on the waiting room. I understand the heating has to be on but I am sat here with a fever and no water, for a 30 minute wait. (Feb 2015)</i></p>	<p>Please see our response above to the issue of a water cooler.</p> <p>Reception will always be happy to provide a glass of water to anyone who is feeling hot or thirsty – we will consider displaying a notice to this effect.</p> <p>We are aware that the heating of the building is a problem. Upper floors tend to become too hot, whilst the lower floors remain extremely cold. It is hard to balance this. We are planning to install thermostatic radiator valves to all radiators to help improve temperature regulation throughout. (March 2015)</p>