

WHAT DO YOU THINK ABOUT THE SURGERY WAITING ROOM?

- Have you visited the surgery in the last 6 months

YES	96.3%	103
NO	3.7%	4

- How do you rate the following at the reception desk?

	Excellent	Very Good	Good	Average	Poor	Rating Average
Check in screen	41.7% (45)	40.7% (44)	11.1% (12)	6.5% (7)	0.0% (0)	1.82
Queuing system	6.8% (7)	27.2% (28)	32.0% (33)	28.2% (28)	5.8% (6)	2.99
Display/notice boards	7.8% (8)	31.1% (32)	28.2% (29)	29.1% (30)	3.9% (4)	2.94

- How do you rate the following in the waiting room?

	Excellent	Very Good	Good	Average	Poor	Rating Average
Seating	8.5% (9)	35.8% (38)	38.7% (41)	16.0% (17)	0.9% (1)	2.65
Lighting	12.1% (13)	36.4% (39)	41.1% (44)	8.4% (9)	1.9% (2)	2.51
Temperature	8.4% (9)	36.4% (39)	46.7% (50)	7.5% (8)	0.9% (1)	2.56
Notice Boards	6.7% (7)	16.2% (17)	40.0% (42)	31.4% (33)	5.7% (6)	3.13
Cleanliness	14.3% (15)	35.2% (37)	42.9% (45)	6.7% (7)	1.0% (1)	2.45
Books/ Magazines	2.0% (2)	4.0% (4)	18.2% (18)	36.4% (36)	39.4% (39)	4.07
Television Information screen	7.0% (7)	14.0% (14)	38.0% (38)	27.0% (27)	14.0% (14)	3.27
Toilets/ baby changing facilities	7.1% (6)	20.2% (17)	50.0% (42)	16.7% (14)	6.0% (5)	2.94
Jayex patient call boards	13.1% (13)	39.4% (39)	27.3% (27)	14.1% (14)	6.1% (6)	2.61

- Is there anything not listed above you would like to see included in the waiting room?
 - Ban the playing around with mobile phones altogether.
 - No.
 - More privacy for patients at the reception desk. I previously emailed a comment about a resolution but did not receive an acknowledgement.
 - A clock

- Books/magazines should not be provided as a) clutter makes it difficult to clean and b) spreads diseases and people sneeze/cough etc. all over them!
 - Patient call boards; some people may object to their name being displayed for all to see.
 - I did not see a television information screen.
 - Possibly an enclosed play area for very young children to encourage them not to run around.
 - water fountain
 - more info about what happening in the doctors other clinics etc
 - Having gone to the trouble of getting a TV, why not at least have it tuned to a news channel such as BBC or Sky (sound optional) so that there is something meaningful to look at whilst waiting, rather than useless adverts?
 - Decent pictures on the wall
 - Lots more information about local facilities such as chiropodists, alternative therapists, other clinics that the surgery offers such as weight loss, stopping smoking, dealing with medical issues etc.
 - How many people are before you so that you know how long you will have to wait.
 - Newspapers
 - update in magazines and reading material in general
 - some chairs with higher seats
 - A reminder to switch off all mobile phones etc on entering the building and a notice to remind those waiting to keep children quiet and under control
 - A toilet that is suitable for people with claustrophobia. TV showing news programmes
 - CLOCK
 - Air freshener to combat unpleasant body smells
 - News running on TV. NO ADVERTS!!!!
 - A large sign asking for Mobile Phones to be switched off as not many people take notice of the message displayed on the call boards.
 - With poor vision some people cannot see the patient call board and this could be improved by a speaking name caller. Plus a way of assessing where you are in the queue
 - A place for pushchairs. Special seating near the doors for infirm patients.
 - A clock
 - More books and magazines
 - Some higher chairs with arms for elderly patients
 - Clock. We're asked to notify reception if we have been waiting too long, but as I switch my mobile phone off as requested, and don't wear a watch.
 - Notice boards are too far from seating areas to be of real use. T info screen is good but information too basic
 - "Message in a Bottle" Info. Medic Alert or similar information
 - More info on the TV Screens
 - With the old hanging tab system, we always knew how many patients were ahead of your own appointment. Now one waits patiently until the waiting time expires and one can talk to the receptionist. This is a step backwards in waiting room facilities. Can the software be amended to register the delay time (if any)?
 - TV news channel
 - background music
 - More local information about local groups available to support various populations. eg, clubs for disabled young people, support for parents
 - Water
 - Repeater patient call board on each wall so it is easy to see from all seats in waiting room
- **We currently have an information television screen in the waiting room. Is the information provided helpful to you?**

YES	56.4%	57
NO	43.6%	44

- **Is there any other information you would like to see included on the screen?**
- No, all very useful. How does one get to advertise on the TV screen?
- Yes, tell the viewers to put away their mobiles.
- More health tips to encourage healthy lifestyle e.g. risk of being obese and the consequences of NOT following healthy life style and taking personal ownership of this
- I don't pay much attention to the screen as I usually bring a book to read.
- Nearly every time I visit it is turned off.
- No
- more info about what's going on in Trowbridge
- Would rather see news and weather than advertising - especially not advertising for funeral directors!
- See earlier comment re a news channel.
- I don't think I have ever noticed it to be perfectly honest!!
- but nothing of significance
- no
- No
- No
- Information would appear to be informative and satisfactory
- News
- timing on the screen needs slowing down slightly
- Help information about seasonal ills.
- No
- Link with dentists, complementary therapies and other similar organisations. Gyms??
- A what's on locally, list ,e.g. ramblers meet on Wednesday jumble sale etc.
- See earlier answer.
- info re voluntary services ie Alzheimer's and carers support; social services information; ie anything to do with accessing health and social services information
- More health facts. News.
- About Parent and toddler groups within Trowbridge, as young mums would find this very helpful.
- A little more simple info. on current health matters. Many people would watch a screen before reading a pamphlet....sad but true!
- Not interested.
- More detailed info about exercise. For example the importance of weight bearing exercises over age of 50 and where to do it. Importance of stretching as well as cardio workouts.
- ? Information about Support /Care Services/aids NB not for myself, but for those who might need them
- What number in the queue?
- News Bulletins, Local weather.
- I have not seen it switched on for a long time??
- Lots of commercial adverts. Maybe more community service and health info could go onto it?
- No
- Delays in appointment times, ie how far behind is doctors running time?
- no
- Fewer adverts.

- Local news and weather
- **Would you like to see more notice boards in the waiting room?**

YES	27.3%	27
NO	72.7%	72

- **What would improve your visit to the surgery waiting room?**
- Appointments being on time, but appreciate the difficulty in that.
- Less waiting for one's appointment.
- As for me, its all okay
- Notice boards are not accessible. The one in reception is often blocked by patients waiting and the wall area is easily missed
- Nothing really
- Delay times for appointments
- Magazines for MEN
- Improved seating
- More attention to appointment times- perhaps info on overrun or on time from the doctors
- a few more books /mags
- I think it's very good as it is. Much better than others I've visited
- Better seating arrangements, perhaps a fish tank?
- Tea or coffee machine/water cooler
- I hate the toilets being out in the open in the middle of the waiting room. I know they are around a corner but they are still far too exposed. I think the waiting areas should be categorised. It's not nice being coughed and spluttered on when you have only gone in for a blood pressure check, young babies and elderly are really susceptible to picking up germs in the waiting room. It would mean more questioning from the reception staff but I personally wouldn't mind that if it meant I could wait somewhere away from the germ and contagious.
- A TV with news programme (could be subtitles) to relieve boredom like you get in banks
- No particular opinion on this.
- Better use of the TV screen. ie- local news. surgery news NHS relevant news for our area
- Satisfactory
- Voice calling in addition to the visual system
- More comfortable chairs and friendlier receptionists
- Daily newspapers
- Improved access for wheelchair users
- I am happy as it is
- A seat where I would not have to struggle to get up
- For the environment to be quiet. Conversation between those waiting and their telephone calls are disturbing to those who are unwell. Even at the furthest point it is possible to hear conversation at the desk
- Nothing I can think of
- Patients call board displayed longer or at least twice
- Less waiting time to see a doctor
- A separate crèche space for very young children
- Not so long waiting time.
- Clearer indication of where consulting rooms are situated.
- Parents controlling their children more

- Seeing parents having more control over their children and to stop them jumping all over the seating.
- Music, a clock, more interesting art work than at present
- Although it does not affect me personally and space is a factor but maybe a small play area for children so that young Mums can relax more whilst waiting?
- More magazines/papers to read whilst waiting for appointments
- Up to date info on the notice boards, a better and wider selection of magazines that are up to date, preferably for the year we are in. A clock would also be useful.
- For me it's OK as it is, with just the 'tweaks' I've highlighted
- Magazines for women
- Seating isn't particularly comfortable.
- Compared to others I have seen it is very pleasant.
- ? drinking water supply
- More TV info. More Reading Material.
- Please refer to previous comments above.
- Adequate car parking
- Generally it is fine.
- Not having to wait so long in it?
- You require mobile phones to be switched off. This blatantly ignored by some! Are phones switched off to avoid nuisance?
- Tea and coffee machine please or water dispenser.
- Water fountain
- Can't think of anything
- Car parking is always a problem, not sure what you are able to do about it
- Queues for reception tend to block the sign-in screen
- Seating laid out so everyone can face and see the patient call boards

9. Do you have any further comments

- yes, when asking to make an appointment with a doctor, sometimes we're asked whether a nurse will do, but it's rather embarrassing talking across the desk with the receptionist about whether our ailment warrants a doctor or not as the whole queue can hear what you're saying! Also I think everyone's gripe is that when you want to see your particular doctor it is usually very difficult especially if they are very popular , then you have to see a doctor you are not familiar with, They don't know you either or your medical history. This can sometimes be unfruitful as you don't feel comfort with them. The majority of the doctors are very nice but occasionally you can get one that's not so sympathetic.
- Yes-I would compliment the Reception staff and those in the office-they could not be more helpful and efficient.ALSO OF COURSE THE DOCTORS AND NURSES who make the Practice the best in Wiltshire.
- No thank you.
- I suggested that automatic opening doors are fitted between the waiting room and the reception area. One similar to that fitted at Halifax Building Society in the town. This would allow pushchairs and disabled to transport to enter and exit. It could be propped open at busy times. At present, there is no privacy for patients who are often asked for personal details by the receptionists. The waiting room can hear it all especially if patients are hard of hearing. Patients use mobiles because either the message over doors is not seen or because they choose to be rude.
- None
- Perfectly adequate
- I felt reluctant to complete this as I feel you are paying lip service to patient consultation. When I have emailed you with suggestions on how to improve your service and deliver value you have ignored my emails as this doesn't fit with your business consultation model.
- Your request screen asking people to switch off mobile phones, nobody takes any notice of it, in fact spending time in your waiting room gives lots of the women time to do some texting, SORT IT OUT!!!
- Thank you to the helpful staff
- It would be good if the period for appointments is extended to take care of requests by the doctor to return in say 1 month or to make appointments for a longer period for bloods etc.

- the screens calling patients are not easily seen from all the seating
- I think you run a very good practice.
- Exiting the parking is becoming a bit hazardous, due to the thriving shrubs. Time to think about cutting them back.
- Sorry if I sound a snob - I'm not really!!
- Not sure the positioning of one of the main notice boards opposite the receptionists desk in the entrance is a good idea.
- No
- No
- Parking!
- Patient growth would appear to have overtaken and in some cases overwhelmed the reception and waiting room facilities. Problems with car parking proves this point.
- No
- Staff are always helpful. but there does seem to be some difficulties with getting prescriptions to chemist as soon as possible.
- I would like the issue of car parking to be addressed in a future survey
- Receptionists not to ask private medical questions!!
- The reception desk area could do with being redesigned to make it more welcoming and comforting. At present it is rather like joining a queue for a cinema ticket for it is an important area and to my mind the ambience of the area should be softened. After all many patients are very poorly and need TLC which should start as soon as one enters the surgery.
- Quite happy with all services we have experienced apart from car park but that will be a tough one to tackle!!
- How do patients who are not able to read on-line messages have an input?
- No
- No
- No
- On the whole it is a VERY GOOD practice with no dragons on reception! Staff all along the line up to the doctors are helpful (at least I haven't met a rude one yet)
- I always try to walk to the surgery for routine appointments but find the access from Roundstone Street hazardous as the only pavement to the surgery is often blocked with parked cars.
- Not just now
- No.
- Thank you for the improvement of the 01225 number. When I needed the out of hours help I didn't find the information crystal clear.
- Sometimes I find it embarrassing if sensitive information is being taken when in the queue and some form of privacy would be beneficial
- I have always found the staff very helpful and courteous. Thank you. It makes such a difference to the necessity of visiting the surgery.
- It is often difficult to access the self-check in screen when people are queuing at the reception desk and standing in front of it. Waiting to get to the screen to check in simply adds to the length of the queue. Could the layout of the reception desk be altered so that the screen is at the right hand end (nearest the waiting room) or hung on the wall by the entrance to the waiting room so that patients wanting to use this facility could walk past people who are waiting for the receptionist, and thus reduce congestion in the reception area. (Adcroft and Bradford Road surgeries both have their check-ins located beyond the point where patients queue for the receptionist and it works well.) It would also be helpful if a receptionist was always available at the desk instead of patients having to ring the bell to attract attention.
- No thank you
- possibly a couple of chairs for people with sciatica
- No
- Within the possible we think the present arrangements work well and we are quite satisfied with them.
- Thank you for the opportunity to make comments.
- I have found some reception staff quite abrupt when talking on the phone. Very unfriendly.
- The new lady who takes phone appointments in the morning is abrupt.
- New phone number is better, flu jabs are slick, chemist shutting at lunch time is inconvenient, current receptionists are helpful and friendly and it is good to have quick access to the nurse on the day. Thank you

- No
- Automatic doors for the disabled.
- No
- Staff are most helpful, you should be proud of them all
- none