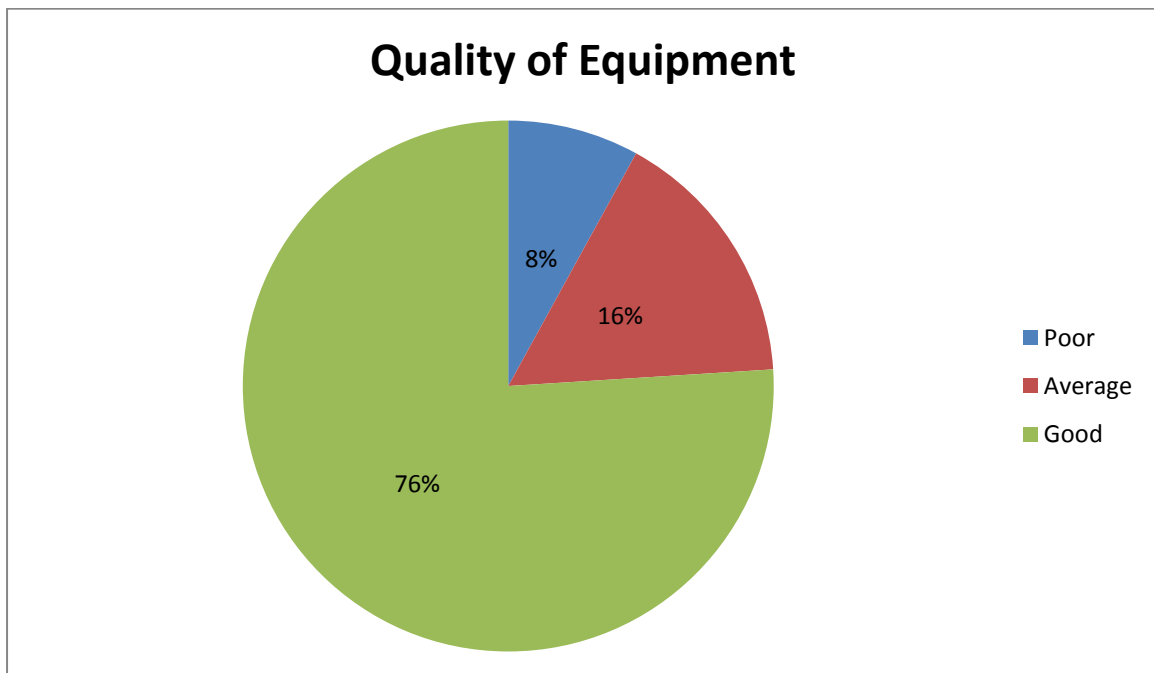
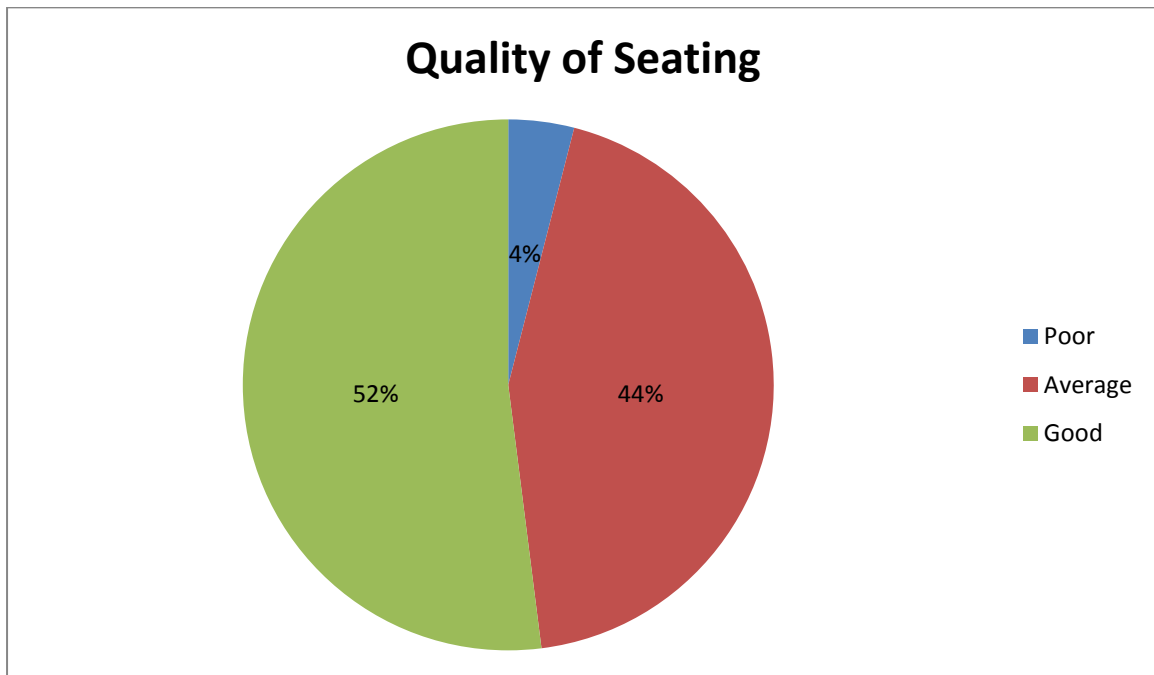


The Stennack Surgery

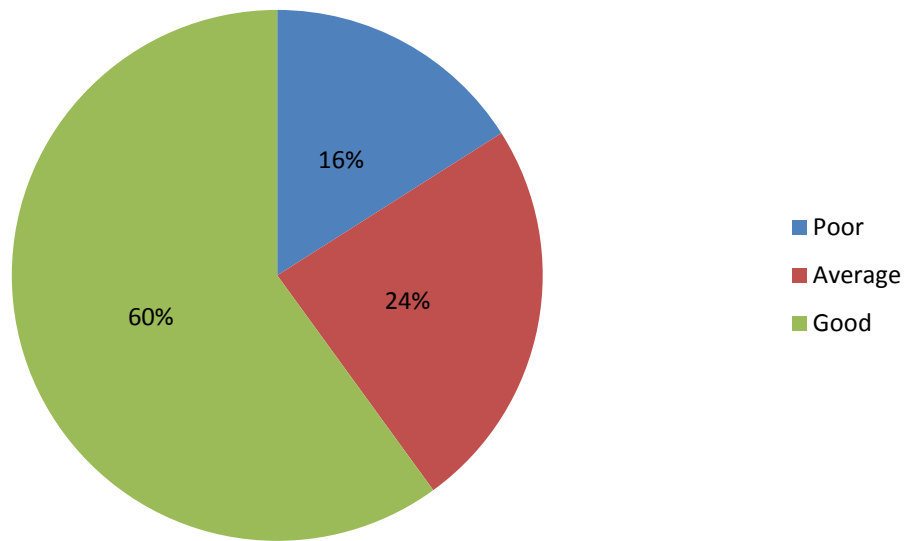
Patient Participation Group

Waiting Room & Community Hub Design

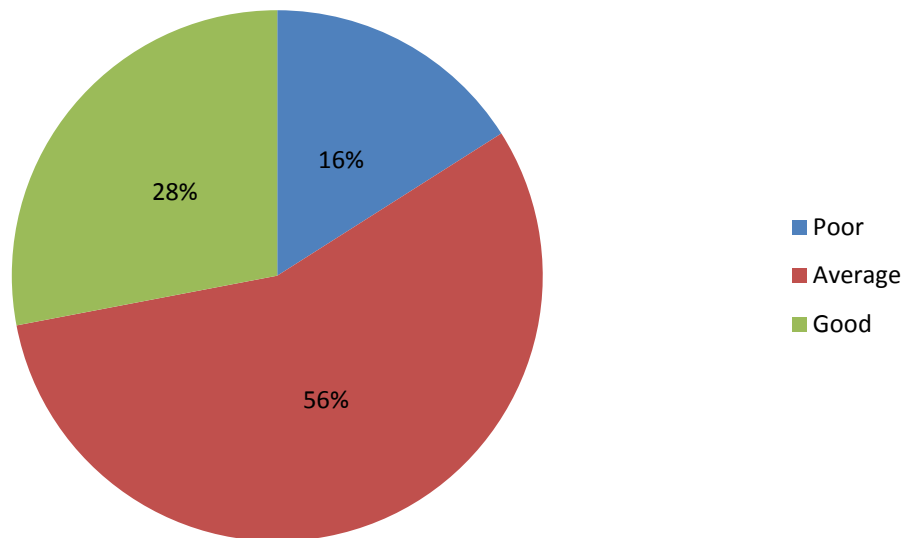
Patient Survey Results

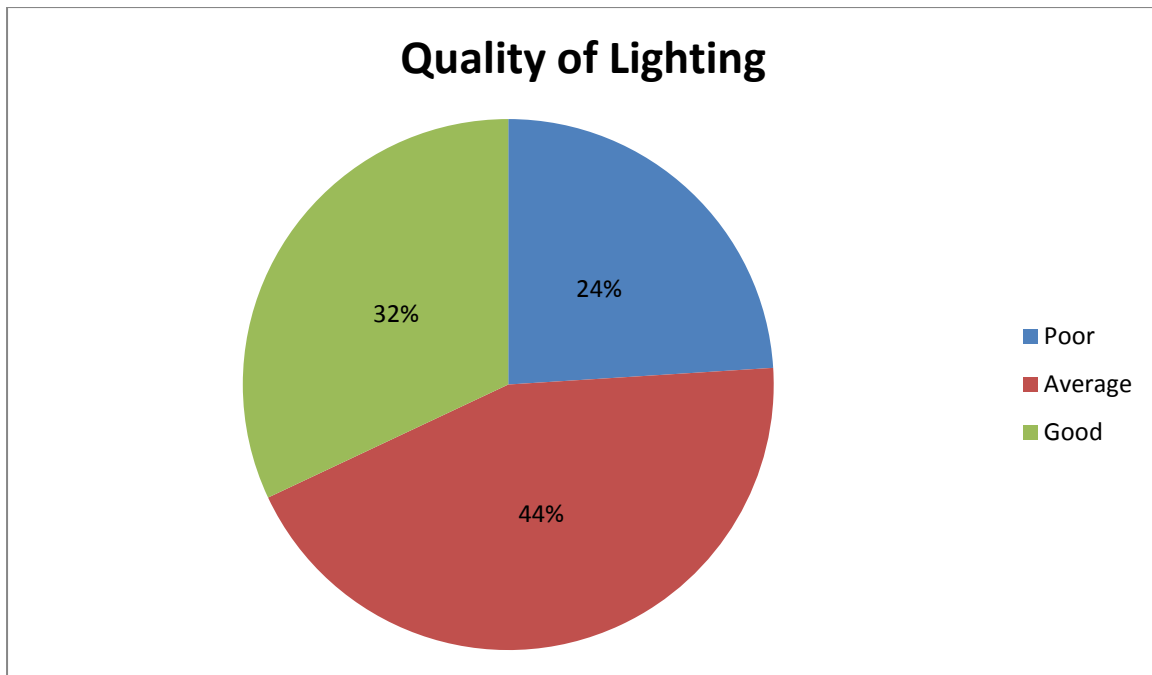


Quality of Additional Services



Quality of Patient Information





Qualitative Comments

- Needs to be brighter
- More information needed including leaflets
- Can be dark
- Break up big squares of chairs with smaller collections of chairs all with a view of the screens
- Take out BIG back hospital chairs
- Integrate with the community
- Make money for services by letting out space
- Lighter – make energetic!
- Break up heavy institution feel – depressing
- More colour
- A fabulous space which we are lucky to have – with a few tweaks it could be even better
- FOSS stall could be in a circle so can walk all the way round
- All seating needs to view the TV Screens
- Make sure wheelchairs and buggies have good access
- As much info on TV screens
- Tea/Coffee
- Lighter ceiling
- Very noisy for hard of hearing
- More health information
- Background music
- Fish tank away from seating so not hidden by people
- More raised seating with arms

- No carpets
- More prominent hand hygiene gels with signage
- Bell to announce appointment notifications on TV screen needs to be louder and message slower
- Better signage for consulting rooms needed
- More staff in busy times to help

Outcomes & Action Plan

The results of this survey are informing the design of the new waiting room community hub and the feedback is being used by the designers. The results although encouraging show that improvements can be made across the board although most noticeable the lighting and patient information is in most need of improvement. We are hopeful that the new Community Hub will be fully renovated and operational by the end of 2019.