

**Learning From Patient Experience – You Said ..... We Did**

**Month of:** January 2021

**YOU SAID.....**

**Friends and Family**

“How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

Extremely Likely	-	0
Likely	-	0
Neither Likely or Unlikely	-	0
Unlikely	-	0
Extremely Unlikely	-	0
Don't Know	-	0

**Friends and Family Comments:**

None

**Patients Comments and Suggestions Made in the Surgery**

Why are patients being asked to wait outside?

**NHS Choices Comments**

None received this month

**WE DID .....**

Due to coronavirus the practice felt it was in the patients best interest to wait in their car if available until the clinician was ready to see them. Unfortunately, the practice seating area is not wipeable and we felt it was safer for the patient to wait outside rather than gathering in the surgery waiting room. However, the GPs held a discussion on the 6<sup>th</sup> January 2021 to discuss the above comment and suggestion. We contacted other practices in the area to obtain feedback on how they were dealing with this issue. Some practices were asking the patients to wait outside. Some patients were letting patients wait in the waiting room, but these practices had the appropriate seating area with wipeable seats. As we are now in the middle of winter the practice has placed 4 plastic chairs in the waiting room with adequate spacing in between. Patients will be firstly asked to wait in their car but and the clinician will ring them when they are ready to see the patient. If the patient does not have a car on the car park the patient will be asked to sit in the waiting room until called. The HCA will take the patients temperature before entering the waiting room and ensure the patient is wearing a mask. We will continue to use a one-way system calling the patient in through the front door and out through the rear exit. As the pathway is cleared the chairs will be wiped down and the next patient will be called in.

This will be discussed further at the with members of the Patient Participation Group later this month.