

Somerford Grove Practice PPG – 2018-20

You said, We did!

YOU SAID	WE DID
Arm chairs for consulting rooms and waiting area – for patients who need supported seating	All consulting rooms now have arm chairs - the large waiting area has three arm chairs and one in the small waiting area 
More visible signage for the toilets	Three new signs were positioned in the waiting area and along the corridors 
Unable to hear receptionist at the front desk	Installed microphone at each position at the front desk and one counter with induction loop 
Post Box to be installed on the outside of the building for patients to post scripts request when the surgery is closed	Installed 2020 
Television screen with information for the waiting area	Installed August 2019 