

Fairhill Medical Practice Response to Enter & View Report, 21st October 2015

Thank you for sight of your report in which there are no factual inaccuracies. Thank you for making your visit as unobtrusive as possible and we would like to respond to your recommendations as follows:

1. We will install a digital clock, synchronised with our clinical computer system in both waiting areas.
2. We have carried out a risk analysis and consider the installation of a water dispenser to be contra-indicated. This owing to water too close to electrical points and the spill factor exacerbating the slip risk you refer to. Children are always with us!
3. We will replace the toilet seat and address the practicalities of raising up the toilet unit
4. we will at the same time install hand rails and grab rails in the toilet.
5. We will install a laminated sign explaining the function of the hot water tank/dispenser.
6. Patients are provided during consultation with the pertinent leaflets from the clinician relating to such conditions as ante-natal care, miscarriage and aneurisms. We do try to ensure our leaflet racks contain useful information.
7. Both waiting rooms will have in place large text notices relating to online appointments and other online options.
8. We are reviewing the current seating to assess the feasibility of elderly or raised seating. The area is limited in area and it is a balance of needs assessment that will be discussed with our PPG.
9. The critique of staff interaction will be addressed with further customer service training for all reception staff. Your comments in respect of clinical staff have been referred to them.

The whole of your report has been made available to all team members here for them to see how we are seen and will hopefully act as another learning tool. If we can help further please let us know.