

East Croydon Medical Centre

Patient Participant Group - Communication Focus Group Report

This report is a summary of the work carried out by the Communication Focus Group during the summer. We were tasked with looking at the notices in reception and waiting areas to see if they could be clearer and a plan of the surgery showing where to wait to be seen by a member of staff to make it easier for patients.

Plan

Since East Croydon Medical Centre has been created from several buildings merged together it doesn't flow in the same way as a purpose built surgery would therefore can be rather confusing to new patients or current patients seeing a different doctor. Our suggestion is to create defined coloured waiting areas zones.

Coloured waiting area zones:

Green zone - reception level

Red zone - upstairs, then right (Dr Bailey)

Yellow zone - upstairs then straight ahead (Dr Shaikh)

Orange zone - pre extension (self help area)

Blue zone – extension

- Add the zone colour to the narrative on the Touch Screen when the patient checks in e.g. 'Please wait in the Green Zone'
- There should be clear signs confirming the current coloured zone e.g. 'This is the Green Zone'
- There should be clear signs directing patients to other zones e.g. By the stair case have a sign reading 'This way for the Yellow and Red Zones', at the top of the stair case another sign 'Straight ahead for the Yellow Zone' and 'Right for the Red Zone'
- It is essential to make the signs large enough that patients of all ages will be able to see them clearly

Notices

- From the surgeries that were visited the most notable difference was they had far fewer notice boards. The large notice board on the ground floor with 'Womens Health', 'Men's Health' and 'Childrens Health' should be replicated in the other 3 waiting rooms but there should also be an 'Under 18s' notice board. The notices should be updated or enhanced periodically otherwise the patients will not read it and the opportunity to inform will be lost. Also the background of the boards should be the same colour as the zone e.g. the notice boards in the Green Zone should all have a green background

- Notice boards should be audience specific depending on where the clinic is – e.g. the midwife clinic is upstairs therefore there should be a notice board dedicated to pregnancy welfare
- Notices which are date specific must be removed when the event has past.
- The 'Self Help' area is phenomenal! I didn't see such an area in any of the surgeries I visited. We believe all leaflets should be in that central area as long as that doesn't conflict with any on-going arrangements. There should be a sign in all the waiting rooms 'Leaflets can be found in the Self Help Area'. This area is important enough the warrant its own colour zone.
- Create a 'Community' notice board with details of toddler groups, blood donation sessions etc. This should be located on the large wall near the main entrance.
- The notice boards behind the reception should be reserved for the most important notices because whether you sign in and go upstairs or stay downstairs you will see those boards.
- In all waiting areas there should be a notice listing – opening times, when to phone for results and how long to wait for prescriptions

Other

While the following isn't necessarily in our remit we have noticed several other things that could enhance the 'patient experience'

- Clutter free reception desk
- A note on the doctors door of the days and times the doctor is available in the practise