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To Members of Cedar Brook Patient Participation Group

7th September 2015

As part of our Patient Participation Group I wanted to let you know that we have just applied for funding from NHS England for the following, in support of improving patient care:

1. Washable flooring for the downstairs waiting area to replace the carpet.
2. An electronic, patient call display so that patients can see when they are being called in by the doctor.
3. Wall fans to improve the flow of air during hot periods for patients and staff.
4. 2 sound proof doors for the upstairs consulting rooms.
5. New sinks/taps for the consulting rooms to meet revised NHS standards.
6. An air conditioning unit for our minor operations room.

Fingers crossed that we are successful and I will let you know how we get on.

Whilst writing I also wanted to let you know that we are currently undertaking a complete review of our phone system. This follows comments from some patients who have either experienced difficulty in getting through or are being cut off. We shall be taking advice from our phone supplier and carrying out telephone audits to assist with this.

Thanks for your continued involvement in our patient participation group – please feel free to e-mail me with any comments/suggestions or ideas on how we can improve things for everyone – Julie.wheatley@nhs.net

Best Wishes

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