

The Revel Surgery - Original visit: 11th May 2015

Barr Lane, Broad Street, Brinklow, Rugby, CV23 0LU

Practice Information * Information received from Surgery

Practice Manager: Jayne Brigg

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Recommendations:

Recommendation 1:

The surgery makes patient notice boards less cluttered and easier to read, including having a specific notice board for the Patient Participation Group (PPG) so that patients are aware of the role of the PPG and have opportunity to review documents such as the minutes of meetings and results of surveys.

Has this recommendation been met? Yes No

Comments:

Available notice boards were clear, concise and robust in appearance.

The Practice Manager commented that the PPG notice board was not looked at when on the wall, however the website is updated regularly.

In discussion with the Practice Manager our Authorised Representatives suggested putting up a notice to state that "the printed minutes of the previous meeting and surveys are available from reception". The Practice Manager agreed to look at this.

Any additional comments:

Car Parking: many spaces were available at the time of our visit at 9.50 am.

Many printed leaflets produced by the surgery were available in the first vestibule area. These were asking for suggestions on improvement of services.

There was a very comprehensive, clear, 'Meet the Team' notice with photos in the main waiting area, which is replenished frequently.

Date of Enter and View Revisit	Friday 17th February 2017.
Authorised Representatives	Maggie Roberson Sue Roodhouse
Report Published	