

Wolston Surgery - Original visit: 18<sup>th</sup> January 2016  
School Street, Wolston, Coventry, CV8 3HG

## Practice Information \* Information received from Surgery

Practice Manager: Rachel Sheasby

Contact Details: 02476 542192

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## Recommendations:

### Recommendation 1:

Surgery to look into issues with the tannoy system. This was observed to be unclear and muffled at times during the visit which made it difficult for patients to hear and respond to.

Has this recommendation been met? Yes  No  Partially

### Comments:

The tannoy was still a little bit muffled. The Practice Manager said it was being addressed and that they had spoken to the telephone company and that the Broadband needs upgrading.

**Recommendation 2:**

The PPG be given their own notice board in the waiting room 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:**

The PPG take responsibility for all the noticeboards. The minutes are on the website and are also in a local magazine.

**Recommendation 3:**

Surgery to provide a notice to advise patients that privacy is available at the Reception if required.

Has this recommendation been met? Yes  No

**Comments:**

This is included on a list of services available on a noticeboard in the waiting room.

Any additional comments:

None

Date of Enter and View Revisit	17/02 /2017
Authorised Representatives	Sue Roodhouse Maggie Roberson
Report Published	