

PMHC - Suggestions and Compliments

Introduction

This Patient Suggestion and Compliment Box was an idea presented to the Plas Menai Health Centre GP Partners by the Patient Engagement Group [PEG]. The practice has embraced patient feedback and are keen to provide all patients with the platform to voice their thoughts of the Plas Menai Health Centres service and also to suggest ideas of how we could improve service.

This Patient Suggestion and Compliment Box we hope will help us to achieve that aim. Additionally, we feel it is important to provide opportunity for compliments about the service to be made also – we strive to have a balanced understanding of our service and how it meets your needs and expectations.

1. Patient Suggestions and Feedback

1. I would like to suggest that *'we have a remote control for the TV'*.

PMHC Response: I can see some challenges ahead if we were to relinquish control of the TV remote to our patients. Although I recognise that there may be other more interesting elements to see on the TV I would like to think that the key messages we place on screen are for the benefit of our patient group. Sadly and to be honest - our TV does not receive external channels so who ever controls the remote would be disappointed with the viewing options I am afraid.

2. I would like to suggest if *'patients could use the empty council offices car park instead of digging up the verges'*.

PMHC Response: Thank you for this suggestion. There are no current plans to consider requesting council support in enhancing the car parking capacity at the Health Centre. The car park to the rear has an excellent capacity for 35 parking spaces as well as 2 spaces for disabled parking and is seldom full. Our preference is to have our patients utilise the excellent space to the rear.

3. I would like to suggest that *'maximum height signs for the car park please – the exit ramp looks very low for MPV with a roof rack or campervan/works van'*.

PMHC Response: Thank you for your suggestion. We are currently undertaking a review of signage across the Health Centre both internal and external. I have no doubt that this will result in the fixing of appropriate height signs for the car park entrance and exit.

4. I would like to suggest that *'doctors have a way of seeing on case notes (before a person comes into clinic) that a person has a Learning Disability and that communication (style, language, pace) etc is adapted where possible for the person. This is an issue I have observed a few times with a person I support that a doctor may not know they have an LD and this can make the appointment challenging for both doctor and individual'*.

PMHC Response: We must accept that this is indeed a worthy suggestion. Our current process which enables the clinician in most cases to spend only ten minutes with the patient does not always work in situations where the patient present with complex matters. We are currently addressing this however and will be piloting shortly a different approach which we are hopeful will provide greater outcomes to those particular patients.

5. Can I suggest that *'the Health Centre please have regard for the All Wales Bilingual Act?'*

PMHC Response - Absolutely!! We are currently working with our Patient Engagement Group and local volunteers to have the Health Centre bilingual responsibilities fully in place...watch this space!

6. I would like to suggest that *the 'Telecom Contact System be reviewed and a simple system be introduced as follows*

01248 680021 - Reception

01248 680022 - Appointments

01248 680023 - Practice Nurse

01248 680024 - Prescriptions

01248 680025 - Home Visits

PMHC Response: Thank you for this suggestion. We are of the belief that although our new telephone system doesn't meet the liking of every patient [They seldom do] we do feel that an improvement has been made. This is much thanks to the work done collaboratively with our patient engagement group who were involved in the configuration of the system. We are constantly assessing the system against the benefits of why we changed the system in the first instance - we are content to date.

[View audit history](#)

2. Patient Compliments and Feedback

1. I would like to compliment that *'Judith, the receptionist is so pleasant at all times on the phone and in person. She always goes out of her way to help with all your needs. I am very happy with her in every way and would like to put a good word in for her. She goes beyond the call of duty'*

I would like to compliment *'the receptionist who was so friendly and helpful'*.

PMHC Response - What kind and considerate feedback, thank you and well done to Judith. We are very fortunate to have a team that cares significantly for our patients wellbeing and experience with us.

2. I would like to compliment *'the receptionist who was so friendly and helpful'*.

PMHC Response - Thank you for your kind compliment - we are very fortunate to have such an excellent and friendly support team!

3. I would like to compliment that the *'new website along with new telephone system is great'*.

PMHC Response - Thank you for your kind compliment. We are very happy with the way in which both the website and phone system is developing. We have now received over 20,000 viewings of the website since May 2018 and the phone system is enabling a lot smoother access into the required service - again thank you.

4. I would like to compliment *'Shan always seems so happy and does a great job keeping the place clean'*

PMHC Response: Thank you for your kind compliment - Shan does an excellent job and is an often unseen team asset!! We are very fortunate to have her.

5. I would like to compliment *'Dr James Rigby. Considering he is not a full time member of staff he is excellent, great manner and clearly devoted to helping his patients'*

PMHC Response: Thank you for your compliment. Indeed, Dr Rigby receives excellent plaudits from patients on each occasion he visits us...we only wish it could be more often!