**Minutes of Patient Participation Group Recommendations and Suggestions via email survey sent on 21.04.25**

**Question 1**

Snaefell Surgery LLC has been based in its current site since 1999. What suggestions would you make regarding its furnishings and décor?

* Squeaky floor
* Blinds need replacing
* Exterior looking very tired
* Not a lot of space in waiting room

*As a result quotes have been sought for opaque film/tints for Reception windows as a trial.*

*Nothing can be done about the squeaky floor currently – it is due to aging building and nailed down floor.*

*Exterior has been completed repainted and looks very clean now.*

*A stock room was required so part of the main waiting area was blocked off and a room made. However, the clinicians are relatively quick in seeing patients so we have adequate numbers of chairs etc and there are two waiting areas available. Surgery outgrowing current premises.*

**Question 2**

We amended our appointment booking system on 15.07.25 and have recently extended our triage appointment lis to enable more daily contacts with clinicians and to avoid the 08.30am rush for appointments. What are your feelings about this?

*Most respondents were very satisfied with the new appt system and found it easier to contact a clinician the same day.*

*‘Phones remain an issue – we have 3-4 operative answering the ‘phone throughout the day and ‘phones are not left unanswered although patients also attend the Surgery in person regarding queries etc so there are occasions where operatives are busy and may not get to the ‘phone in time.*

*Online booking of triage slots available.*

**Question 3**

We have an Orthopaedic Surgeon working with us monthly running an orthopaedic clinic for patients who have been recently referred to Noble’s. Is this something you were aware of?

*Yes, I have used this service myself and found it extremely useful.*

*Great initiative and more practices should do likewise.*

*If it saves a long waiting time and Noble’s for an appt and also makes travel to the appt easier, it is a win-win.*

**Question 4**

Verbal and written abuse towards staff remain a problem. What do you suggest should be done?

* I would remove patients who do this – it is disgraceful.
* I can understand this as patients who are ill do not want to be asked lots of questions by a Receptionist.
* I have witnessed a patient shout at Reception and they handled it very well, but it should not happen.
* Patients should be warned about their behaviour.

*We use an Acceptable Behaviour Agreement Form which remains on a patient’s record for 6 months and then reviewed.*

*Feeling unwell is not an excuse to abuse staff who are trying to help.*

*This is a hot topic amongst all Practices currently and with social media posts also a factor, staff have found that poor patient behaviour towards them is still an issue.*

*Any reports if poor behaviour are logged and the partners are advised by the staff members within the daily Huddle.*