

## You said: “Could you improve the waiting time?”

### We did:

- We have changed the name of our walk-in service to walk-in & wait.
- We have updated our website to advise patients to allow at least 2.5 hours when attending.
- We ensure there are sufficient staff working during all clinics, particularly our walk-in & wait clinics.
- During walk-in & wait clinics, we provide every patient with an information card with the choices available to ensure they are booked into the correct clinic.
- Managers continue to monitor waiting times. In July to September the average waiting time was less than 30 minutes after registration.
- We offer a choice of clinics including appointment clinics, evening clinics and walk-in & wait.
- We have recently conducted a “Time in Motion” study to review how we can reduce waiting times.

Patients attending July – Sept 2015



**You said:** “Improve communication regarding waiting times”

**We did:**

- We publish average waiting times by day on our electronic information screens.
- During walk-in & wait clinics, receptionists now inform patients the number they are in the queue.
- An additional information screen has been purchased for the first floor waiting room.
- Your chaperone will endeavour to keep you informed of the process once you have seen your doctor.

**You said:** “More cups are available for the water machine and more magazines in the waiting area”

**We did:**

- All patient areas are checked regularly and replenished throughout the day.

Patients attending July – Sept 2015



**You said:** “When I arrive, where do I go and what I need to do?”

**We did:**

- We intend to improve our signage and introduce a ‘Wait here’ sign.
- All front line staff will provide consistent information about your visit & an information leaflet.

**You said:** “I couldn’t hear my name being called”

**We did:**

- We are investigating using an electronic patient calling system to improve this.

Patients attending July – Sept 2015

