

ACCESSIBILITY AT ST THOMAS HEALTH CENTRE

We are looking at ways we can improve physical access for patients and their carers at St Thomas who may have physical difficulties or special needs.

We would be grateful if you could complete this questionnaire, adding any comments or suggestions you feel appropriate.

This will be anonymous, unless you care to let us have your name and contact details.

Please return this questionnaire to Gill Heppell, Practice Manager in the enclosed stamped addressed envelope, by 10 March 2014.

Thank you.

Making an Appointment

We are about to install a new telephone system which we hope will facilitate easier access for patients. Is there anything specific to your needs that you think could be of help, e.g. a Minicom system, voice automated booking etc.?

Arriving at the Health Centre

How could we make it easier for you when you arrive at the Health Centre to either make an appointment or check in for your appointment? (e.g. signs, reception desk, car parking availability, checking in procedure, physical access to the building and to doctors' and nurses' rooms?)

Waiting Areas

Do you find our waiting areas comfortable? If no, how could we make them better for you? Are our poster and leaflet displays helpful?

Consultations

Are our surgery hours convenient for you? If not, what would be more acceptable?

Comments/Suggestions

Please let us have any suggestions you may have as to how we can make your experience at the Health Centre more convenient and accessible.

Thank you for your suggestions. Hopefully we will be able to use this information to improve your experience at St Thomas Health Centre.

Please return to the Practice Manager, St Thomas Health Centre, Cowick Street, Exeter EX4 1HJ