**ADDERLEY GREEN SURGERY.**

**28-30 Weston Street, Longton.**

**PREMISES REFURBISHMENT SURVEY RESULTS.**

**50 patients**

**41 out of 50 patents said that the refurbishment has improved the look of the practice.**

36 out of 48 patients found that the recent refurbishment has improved the look of the practice, had no concerns while the refurbishment was in process and did not find that it disrupted the running of the practice in any way. All 35 patients said that they were able to see their usual GP during the refurbishment.

2 patients did not return their forms.

**Comments:**

“Did not require to see GP during the refurbishment only the practice nurse for M.O.T”

“No problem. Been very very good since I’ve been coming”

“Clean fresh & welcoming.”

“I have no concerns what so ever the staff are wonderful and caring.”

“Everything was fine while it was being done.”

“Great especially the toilet for us oldies!”

“Stay a well managed practice friendly & helpful.”

“I would like to know what days different Drs are on.”

Female patient aged 51-70 found that the refurbishment had not improved the look of the practice, she was unable to see her usual GP at the time of refurbishment and she also felt that there were no further improvements to be made to the practice. The patient also said that the refurbishment did not disrupt the running of the practice and that she had no concerns at that time. Under comments she has written “More inviting premises before refurbishment, much too clinical now.”

A patient who has with-held their sex and age has written that the refurbishment has not improved the look of the practice but there are no further improvements needed. The patient goes on to say that they had no concerns during the time of refurbishment and that it did not disrupt the running of the practice. Under comments the patient has written “As my usual GP was Dr Ghosh who has now retired the practice the 4th question is irrelevant, however my current doctor I find satisfactory and as usual the reception staff are excellent.”

Male patient aged 51-70 found that the recent refurbishment hadn’t improved the look of the practice and that he was unable to see his usual GP during the refurbishment process. He had no concerns during the refurbishment & that there are no further improvements to be made. He felt that there were no disruptions to the running of the practice while the refurbishment was underway. Under comments he has written “Safety rail on side of office steps to stop stepping off sideways.”

Female patient aged 51-70 felt that the refurbishment has improved the look of the practice; she was able to see her usual GP and had no concerns during the refurbishment. She found that it didn’t disrupt the running of the practice and feel s that there are no further improvements needed. Under comments she has written “Wheel chair access provided suggestion and child pushchairs.

Patients toilet sign.”

Female patient aged 51-70 feels that the surgery looks no different after the refurbishment. During the refurbishment she was able to see her usual GP, the running of the practice was not disrupted and she had no concerns due to the refurbishment. She has circled “yes” on question 5 which is “Are there any further improvements that you feel we could make” but does not go on to say what these improvements are.

Female patient aged 31-50 says that the refurbishment has not improved the look of the practice; she feels that she had no concerns during the refurbishment and that it didn’t disrupt the running of the practice. She was able to see her usual GP and feels there are further improvement needed to be made to the practice but does not specify what they are. Under comments the patient has written “Would not accept in my house. A bit cheap.” - Regarding the flooring.

Male patient aged 71-90+ feels that during the refurbishment the running of the practice was disrupted however it has improved the look of the practice. He was able to see his usual GP and feels there are no further improvements needed to be made to the practice. No further comments were added.

 Female patient aged 51-70 said that the refurbishment had improved the look of the practice but found that during the refurbishment the running of the practice was disrupted. She had no concerns during the time of refurbishment but was unable to see her usual GP. She says there are no other improvements needed to be made to the surgery. No further comments were made.

Female patient aged 31-50 says that during the refurbishment she had no concerns and that it did not disrupt the running of the practice. She was able to see her usual GP and has said that there are further improvements needed to be made to the surgery but does not specify what these improvements are.

Female patient aged 16-30 found that the refurbishment has improved the look of the practice but had concerns at the time of refurbishment. She says she was able to see her usual GP and there were no disruptions to the running of the practice. She says there are no further improvements needed to be made. No further comments were made.

Patient age and sex unspecified feels that the refurbishment disrupted the running of the practice but has improved the look. They had no concerns during the time of refurbishment and were able to see their usual GP, no other improvements need to be made to the practice. No further comments were made.