



Jenny Pitt
Healthwatch Kingston upon Thames
Kingston Quacker Centre
Fairfield East
Kingston upon Thames
KT1 2PT

27th April 2015

Dear Jenny

Re: Enter & View Visit Report

Thank you for the report received on Friday 23rd April 2015.

I would like to raise the following factual inaccuracies contained in the report:

- **Point 3.2.1 :Reception Area**
 - There is a buggy parking area in the entrance way between the two sets of sliding doors, on the left with signage;
- **Point 3.2.2 : Waiting Area**
 - The water dispenser is located in the lobby area where the Cranberry Wing and Blueberry Wing meet. This is due to the water supply being located in that area. A benefit of having it outside the waiting area is that children then do not cause spillages by pushing the button which then creates a safety risk especially when the flooring is not carpeted (which will be the case in due course);
 - There is a further water dispenser located in the waiting area on the first floor;
- **Point 3.3.4 : Facilities**
 - There are 14 consulting rooms on the ground floor and 5 on the first floor;
 - There are 3 toilets on the ground floor, one being a disabled toilet with a baby changing unit fitted;
 - There are a further 3 toilets on the first floor, one also being a disabled toilet



I will also take this opportunity to respond to the recommendations as follows:

- **Consider providing a dedicated play area for children;**

We take note of your recommendation however in order to achieve this without encroaching on the open areas for patients to safely walk through then we would need to reduce the amount of seating which would not be practical especially in the first half of the week when the demand for appointments is the greatest and we have a full waiting area.

If parents do not tidy up each time then toys get left lying around and this will become a safety risk which outweighs the benefit of a children's play area.

- **Provide baby changing facilities;**

As mentioned this facility already exists.

- **Provide a dedicated parent/child space in the car park;**

We take note of this recommendation however in order to achieve this we would either have to change one of the disabled parking bays which we feel is not appropriate, or we would need to take two parking bays to create a dedicated parent/child space with the clear area either side, and this will result in an additional parking space being lost in a car park that is busy.

Taking into consideration that we are a large practice one of these spaces would not really benefit the patients as only one parent would benefit from this at a time.

As the parking area is not regulated and enforced and patients tend to park in any bay and often in other "non parking" areas, and therefore doubt that such a parking bay will be used only for the purpose it was created.

- **Provide a clock in the waiting area;**

We will provide a clock in the waiting area.



- **Ensure the waiting room is not stuffy;**

Your recommendations are noted and this will be addressed.

- **Assign an area as a buggy park for parents;**

As mentioned this facility already exists.

- **Install seating of varied heights for disabled and elderly patients;**

We feel that the individual seats with arm rests do cater for this sufficiently and no patient has ever raised this as a problem as far as we are aware.

- **Provide more leaflets about community organisations;**

We take note of this and there were leaflets that had been ordered earlier in the week. It would be helpful if you could provide a list of what leaflets you recommend us having available.

- **Provide a cold water dispenser**

As mentioned this facility already exists

We are really confused by the fact that 25% of the patients rated the parking as poor especially considering the fact that we are one of the few GP practices in Kingston that has such a large car park and free street parking in comparison to some of the neighbouring GP practices who have very few or no parking facilities. This raises concerns as to the relevance of this question in the survey especially considering that there is no requirement for GP Practices to have patient parking.

Kind regards

Trevor Fuller
Business & Operations Manager