**28 Beaumont Street**

**Patient Participation Group – Action Plan 2014/15**

Members of 28 Beaumont Street group were asked to confirm their agreement to the following actions which were identified as a result of our 2013/14 patient survey and specific issues which had been raised through the year.

* Disabled Ramp
* Carpeting refurbishment
* Hearing Loop
* Sound Proofing

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| Priority | Action |
| Disabled Ramp Structural improvements within the surgery were impressive, but a disabled ramp would be more practical.  | Several avenues explored. OGGC rejected plans which included a bicycle rack and the cost. The practice has actioned this as a priority and a ramp was installed in February  |
| Carpeting Refurbishment Entrance hall and stairs, it was felt that this area was an important statement of both cleanliness and care within the practice. | This has been actioned, very noticeable, pleasant remarks from patients. |
| Sound Proofing Certain rooms you can hear a slight muffling sound. | Discussed at meetings, we do have double doors into consultation rooms, but no resolution as yet. |
| Hearing Loop System | Installed |

It is anticipated that all projects will be completed during 2014/15