

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

London Region South London Area Team

Complete and return to: nhs.cb.lon-sth-pcc@nhs.net by no later than 31 March 2015

Practice Name: Albion Street Group Practice

Practice Code: G85138

Signed on behalf of practice:

Catherine Otty

Date: 30th March 2015

Signed on behalf of PPG:

Carole Sharma (Chair)

Date: 31st March 2015

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG?

Yes. Since 2010 has been known as "ASGP Patient Forum". The patients named it thus.

Method(s) of engagement with PPG: Face to face, Email, Other (please specify)

Meetings:

Quarterly meetings alternating between afternoon and evening to be available to different groups, including once at the time of child health clinic to attract Mums of children under five.

Face to face:

Volunteers from Patient forum attend the flu clinics (three Saturdays per year) to help make tea and coffee and to raise awareness of the forum and recruit patients.

Volunteers from the patient forum visited the surgery waiting room on a weekly basis to raise awareness of the group. They talked to patients, gathered their views and tried to recruit to come to the group.

Newly registered patients are informed of the forum and a leaflet is included in their pack

Electronic:

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

The e mail list we have for the patient forum list is used to send the newsletter and invite to meetings

This year we did a “survey monkey” survey. We handed out slips with the web address, put it on our website, and e mailed it to about 200 patients we have e mail addresses for. We aimed to get feedback from our younger members as last year we noticed with our paper survey it was mainly older patients who are regular attenders who responded.

Noticeboard:

We have a dedicated patient forum noticeboard in the surgery with notices chosen and designed by the patient forum e.g. they asked us to outline which nurses do which chronic disease checks. We also print the minutes on A3 large format.

We have an outside noticeboard in the street where we post notices of meetings and the minutes.

Newsletters

These are produced quarterly and handed out handed out in surgery and available on our website)

New patients

A leaflet about the patient forum is included in the practice leaflet when they register.

Number of members of PPG: 8 to 15

We have 59 new patients who have expressed an interest to be included in our communication list.

A slight improvement in numbers attending from 8 to 15 but variable

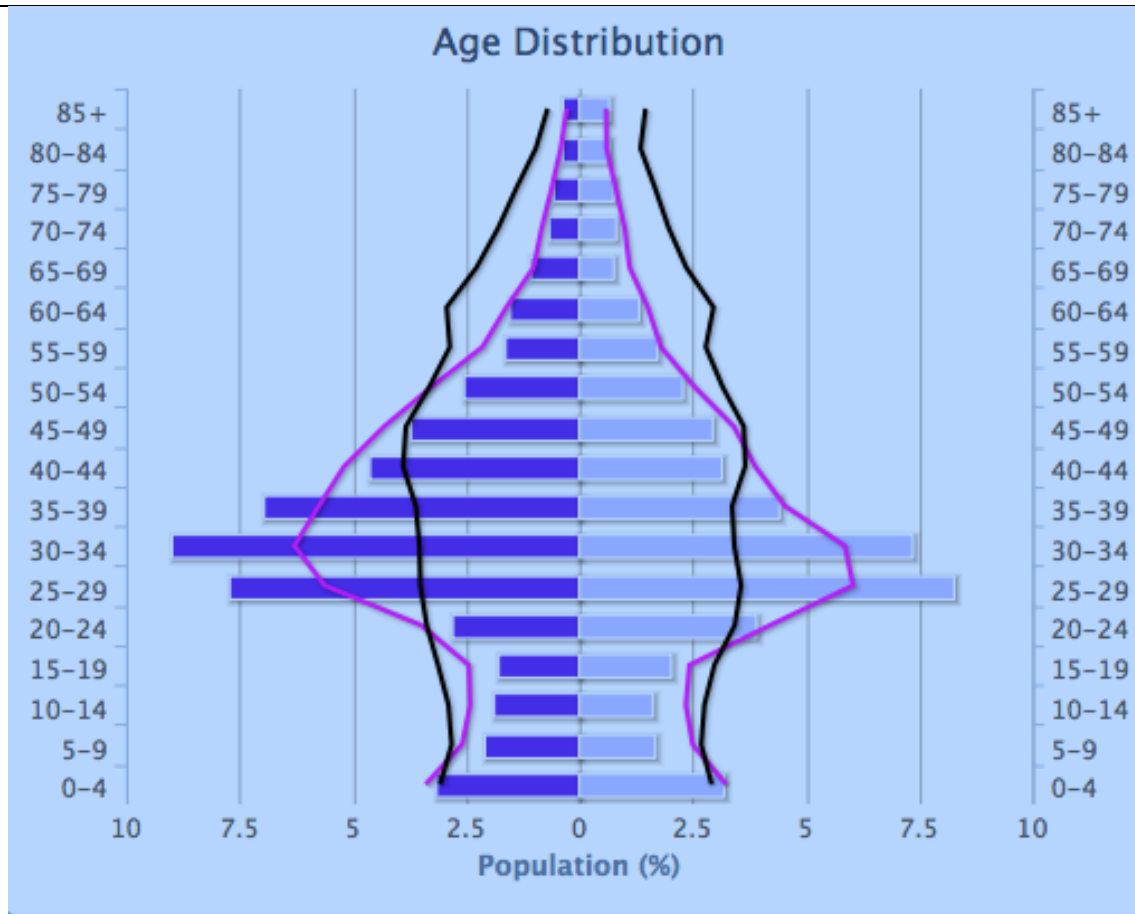
Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50	50
PRG	24	35

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1998	1279	4068	2327	1426	856	467	344
PRG	0	0	4	9	13	9	11	13

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template



Black line is England and Wales
 Purple line is Southwark CCG distribution
 Blue Bars are ASGP showing our excess of young adults compared both to Southwark and England.

Detail the ethnic background of your practice population and PRG:

		White				Mixed/ multiple ethnic groups			
		British	Irish	Gypsy or Irish	Other	White &black	White &black	White	Other

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

			traveller	white	Caribbean	African	&Asian	mixed
Practice	3145	195	1	2412	163	104	87	169
PRG	19		0	11		2		

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	458	57	49	739	283	190	57	19	3	4
PRG	1			1		1				6

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

We use as many methods as possible of communicating and recruiting to our patients forum recognising that different patients respond to different methods.

- 1) Face to face: by staff and existing members of the forum, varying the times of meetings, inviting at the time of registration,
- 2) Paper: newsletters, posters on wall, leaflet in new patient pack, and on our public street noticeboard
- 3) Electronic: websites (our own and NHS), e mail, survey monkey

Are there any specific characteristics of your practice population, which means that other groups should be included in the PPG? e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community?

Yes we have a very large number of patients in the age group 25 to 39 (see population graph above). This is challenging because this group is also the largest age group in terms of turnover. We register about 2000 per year and lose about 1500. These patients tend to be transient, privately renting locally for 6 to 12 months, and often only seen once or twice in their time of registration. They often share flats with other similar age people. We try to engage with this group at registration so they know about on line booking,

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

our early morning worker's clinics, how to access a doctor or nurse on the day. etc.

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

The most successful thing we have done is to do a patient survey using survey monkey. We handed out paper slips with the web address on, had posters in the surgery, directed patients to a web link on our website, and e mailed as many as we could, for whom we had an e mail address. We managed to get most replies from the age group 25 to 56. They were in general supportive of the surgery but wanted more web access, and better premises. We are considering social networking to advertise surgery times e.g we could advertise our opening times, our Saturday flu clinics etc.

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

Survey monkey discussed in November 2014 reviewed in March 2015 see below for action plan
Friends and family reviewed in March 2014 described in minutes March 2015
NHS choices feedback reviewed in November 2014, March 2015 Fully discussed at patient forum.
Complaints March 2015

How frequently were these reviewed with the PRG?

Survey Monkey: planned in November 2014 reviewed results in March 2015
Friends and Family once in March 2015 (First time as only just started)
NHS Choices: Quarterly started November 2014 reviewed in November 2014 and March 2015.
Complaints discussed March 2015 (annual)

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: To recruit more people to come to the patient forum Planned June 2014 reviewed by March 2015
<p>What actions <u>were</u> taken to address the priority? Lots of actions by patients from the forum, reception and office staff and clinical staff as follows:</p> <p>Notices on waiting room wall Completed June 2014 Notices in pharmacies Completed June 2014 Notices on street noticeboard (visible to everyone who walks down the street) Regularly changed every three months Slips handed out by doctors for two weeks before each meeting NHS choices website minutes on website www.albionstreetgroupractice.co.uk website minutes every three months also link to survey in February 2015 E mail patients with e mail addresses February 2015 Personal approach by reception staff at registration and at other times e.g. handing out newsletters, by doctors in consultations, and by representatives of patients forum (JB) in waiting room ON going Patient (JB) made new poster and rewrote some of the slips etc. December 2014</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>This priority was chosen by the patient forum to encourage more patients to participate. It was publicised as above in person by paper means and electronic means Some success in terms of getting more people to attend the meeting (8 at June meeting 13 at March meeting) BUT more successful in terms of the respondents to our e mail survey (survey monkey) who were a different cohort from the group who replied to last years paper survey and from the cohort who attend the meetings. see priority two.</p>

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

Priority area 2

Description of priority area: Do a patient survey to assess satisfaction of the services provided by the practice
Planned November 2014 Results to be discussed at March 2015 meeting

What actions were taken to address the priority?

Originally it was to be a survey of the early morning 7am clinic appointments but at the patient forum meeting in November 2014 the forum suggested changing this to questions on general satisfaction, in view of the comments on NHS choices, and also about the premises (see priority area 3) especially as it was to be an electronic survey this would assess the satisfaction of younger people and potentially recruiting them (see also priority area 1)
Planned for early 2015 in order to discuss at patient forum meeting in March 2015.

Survey monkey Questions as follows: Questions three to five are about overall satisfaction for priority area two

- 1 Do you think the ASGP building is suitable for modern primary care (a GP surgery) 99 answers**
- 2 What changes would most improve the Albion Street Health Centre building? 75 answers**
- 3 How likely is it that you would recommend Albion Street to a friend or colleague? 97 answers**
- 4 What changes would ASGP have to make for you to give it a higher rating?**
- 5 Any other comments or feedback you would like to add?**
- 6 Do you, or someone you care for, require a lift for access to higher floors?**
- 7 How old are you?**
- 8 Do you have child under 6?**
- 9 Ethnic Group:**

Results of survey:

Over 100 people responded on survey monkey

We seem to have got responses from lots of younger people (in comparison to last years paper survey which got a good response from our

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

older population) and also an ethnic mix which represents our population.

How old are you?

18-35	27
36-55	39
56-74	31
Over 75	3

Do you have child under 6?

17 Yes

Group:

White British	55
Black British	8
African	4
White non British	14
Indian	3
Any other Asian	1
Other	7
Prefer not to say	7

3 How likely is it that you would recommend Albion Street to a friend or colleague? 97 answers

55% would definitely recommend

30% would possibly recommend

15% would not recommend

4 What changes would ASGP have to make for you to give it a higher rating?

Summary of answers: 61 See text at end of report for detail

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

32 made suggestions about the building or facilities including lack of lift, sharing waiting room with sick children, out of date facilities.
18 made comments about waiting times, on line booking, seeing the same GP more, (and one suggested a café)
4 made specific comment about receptionists, health visitor, or taking blood.
10 said no change needed as they were happy with the service
39 did not comment

Any other comments or feedback you would like to add?

Generally these were positive comments or suggestions

3 about building or lack of parking

5 about waiting times for appointments: one asking for more doctors, one complimenting the early surgery times (7am)

13 complimenting us on high service standards but some commenting also that the building needs upgrading

Result of actions and impact on patients and carers (including how publicised):

Results discussed at patient forum 4 March 2015

Actions suggested: Share results widely and include in next newsletter

The waiting times were discussed in the light of the comments on NHS choices. Practice explained that we are encouraging patients to have their blood taken at the hospital in order to free up more nurse appointments for health checks, and because of the long delay between blood being taken and arriving in the lab due to the courier system. This has already reduced the waiting time for nurse appointments. Doctors are trying to look at what can be done by other health professionals to reduce their waiting time for appointment.

Actions completed:

Results publicised on web site: March 2015

Results publicised in newsletter of March 2015 also available on our website www.albionstreetgrouppractice.co.uk

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

Priority area 3
Description of priority area: Patient forum will support application for new building and would like to be involved in discussions
What actions <u>were</u> taken to address the priority? 1 Patient forum agreed they would raise the issue in the wider forum (e.g. locality patient group) 2 Practice agreed they would have a patient representative to help e.g. comment on plans etc. 3 Patient forum suggested to add some questions to the patient survey specifically about the building 4 Practice carried out Survey Monkey and Questions one and two of the survey was devoted to premises as suggested by the Patient forum. Do you think the ASGP building is suitable for modern primary care (a GP surgery) What changes would most improve the Albion Street Health Centre building?
Result of actions and impact on patients and carers (including how publicised): Results of the survey on premises: 1 Do you think the ASGP building is suitable for modern primary care (a GP surgery) 99 answers The building is inadequate and needs to be completely changed 23% The building lacks some facilities and needs to be upgraded 50% The building is adequate 12% The building is very good 11% The building is excellent and needs no change 3% Comments 36

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

14 about lack of lift
16 about size being too small
2 about lack of pram/buggie space
4 about others eg don't lose friendly atmosphere

2 What changes would most improve the Albion Street Health Centre building? 75 answers

42 suggest either a lift or better disabled access
29 suggest larger premises with suggestions being: larger reception, more consulting rooms, larger corridors etc.
8 suggest improvements to reception especially more privacy
5 suggest better facilities for babies e.g. not upstairs, separate from adults
5 suggest more doctors and nurses

Do you, or someone you care for, require a lift for access to higher floors?

Answered: 99 Skipped: 1

Yes 24%
No 76%

Publicise:

The results were discussed at the patient forum on Thursday 5th March. The patients were supportive of the need for a new building.

Discussed at Practice meeting on 20th March 2015

Report placed on website March 2015

Practice newsletter March 2015

Progress on previous years

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

Is this the first year your practice has participated in this scheme? No

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

Suggestions from last year:

1) To use e mail to inform patients about arrangements for access including on the day access and to send the newsletter.

EMIS is unable to generate an e mail list, each e mail address has to be inserted with a semi colon between it so we have gradually added E mail addresses to lists. There are some information governance issues with this, which need to be solved centrally not by ASGP.

A How do you ensure patients who leave are removed from these lists?

B Why cannot we import e mail addresses into e mail programme in the same way we import name and addresses into Word to generate letters?

We have been using texts to inform patients of last minute problems e.g if a clinician is sick and the appointment needs to be cancelled or changed. We used the e mail lists to recruit patients for our survey. Partially completed

2) All advance appointments to be available on line Completed

All doctors appointments bookable in advance are now available. Nurse appointments are not. This is because a nurse appointment is seven and half minutes and the number of appointments needed varies according to what is being booked, and EMIS has not solved how to do this. (e.g. immunisation is one slot, smear is two slots, dressing may be three slots, diabetes check two or four depending)

3) Update the message on website about urgent access Completed

4. PPG Sign Off

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

Report signed off by PPG:

YES/

Date of sign off: 26 March 2015 by Carole Sharma

How has the practice engaged with the PPG:

Quarterly Patient forum meeting

Regular e mail contact with Patient forum (PPG) chair

Individual meetings with Patient forum PPG chair

Patient forum (PPG) decided the content of action plan and modified it

Introduced chair to CCG patient lead Rosemary Watts (and they met)

How has the practice made efforts to engage with seldom heard groups in the practice population?

Survey Monkey for the large number of young people

Has the practice received patient and carer feedback from a variety of sources?

Yes NHS choices, survey monkey, friends and family, GP survey.

Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes, we decided the priority areas and jointly agreed the action plan with practice representatives. We modified one of the action points in November 2014.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

As many of the comments in the survey noted the service provided here is very good but there is always room for improvement. We are supporting the practice in their application for new premises (currently applying under prime ministers action money) because the issue of level access is key. The building is looking tired and is limiting the development of new services.

We have successfully obtained feedback from different sort of patients from those who completed paper survey last year including young Mums and young single adults who increasingly form our population.

We have encouraged the practice to increase their use of on line booking for doctors and nurses and PIN for repeat medication. For example we suggested adding a note about on line booking to the appointment reminder slips.

We have discussed all the feedback the practice has received.

Do you have any other comments about the PPG or practice in relation to this area of work?

The way to get more patients involved seems to be the use of electronic communication e.g. e mail newsletters and social media.

We suggested the practice respond to NHS choices comments suggesting patients come to the next patient forum.

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Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

Appendix: Detailed comments from Survey

4 What changes would ASGP have to make for you to give it a higher rating?

My rating is based on the excellence of the GPs and cannot be higher

See above

Lifts needed for getting pushchairs upstairs as there is a risk of pushchairs getting stolen outside of the practise

N/A

Waiting times on the phone and ability to book appointments online.

Bigger and better facilities that are fully accessible for all people. A lift would benefit mothers (like myself) immensely for the baby clinic which is held upstairs and bigger toilets with more space for baby changing facilities too.

I am happy with the services offered but a lift would be a great addition.

N/A

Upgrade is needed

Conducive and infrastructure.

A lift

What's important are the excellent personal/care services that all staff (medical or non-medical) are providing at ASGP. The ratings are important though for performance KPIs and national funding but there should be a better way of expressing the excellent performance that ASGP is providing to the local people and communities.

Lift.

More receptionists at busier times

to enable surgery to do blood tests again

waiting times to see a doctor are genprovementerally fine but occasionally extended which could be a matter for i

It is just very out of date. New tools, equipment, lift, paint... would all help.

Better facilities, see above

A modern up to date environment

more focus on patients - I've been registered for almost 10 years - I don't see the same doctor regularly as appointments are made with which ever doctor is available in the practice

for me personally, none

Shorter waiting times to see a GP

Better health visitor

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

Additional car parking space

What's mentioned in question 2

Larger space, and lift

The practice does an excellent job in caring for its patients already. Only the building needs to be improved or expanded.

A cafe with healthy snacks???? Not having to wait so long to see a receptionist or talk to one on the phone. Not having to wait 2 weeks or more to get an appt with my preferred GP. But I scored it 10/10, so eve with all of the above I couldn't give it a higher rating.

None as such, a larger building with car parking spaces would be good but is still a very good practise

More appointments so I wouldn't have to wait weeks to see a Doctor!

facilites that cater for the working community - i.e earlier/later evening & weekend appointments or walk-ins for people who work full time .

Reception and administration staff who are more professional and able to empathise with patients, this would make Gp & other visits less difficult for patients. Lift would also be good but less important overall. Standard of Gp care is good.

less time on hold when phoning to book an appointment, although I can now access the online booking system which has helped, although it seems that only some appointments are available this way, i.e. I am not able to book a specific appointment with a nurse instead of a doctor online

None at the. Omens

the staff are first class. In mine and my families experiences the doctors, nurses and reception staff couldn't be better.

Able to book appointments online

disabled lift

Be able to get an appointment quicker. The last time I tried booking there was a 5 day wait.

bigger waiting room, lift

Not to have to wait 3 / 4 weeks to see my own doctor That all receptionists are pleasant and not abrupt

None

needs to update their facilities

nothing

shorter wait time to see a GP - when I go online, typically, I can't book an appointment in the next week!

Longer opening hours

None

Level access to all consulting rooms.

as above.e

All changes need to come from the nhs, the csu & the ccg

The building lacks some facilities and needs to be upgrade

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

Annoyingly you cannot make a nurse appointment online and have to phone (unless this has recently changed). This can't be beneficial for anyone.

It is difficult to see the Doctor of your choice, although I do not know how this problem can be addressed.

See above

N/A

Bigger room, modern development, easy access to disabled people, more doctors and nurses

See above. Additionally: the friendliness of reception staff in person and on the phone is a bit hit and miss (I don't use the practice very regularly, so might not be used to how it works - I don't ask to waste time).

Somewhere for the young ones to sit with their mothers and play with the toys provided, so that if they have a cough, cold etc it will be contained there and not be spread all over the surgery.

Fewer people to be seen by a GP so as to reduce waiting time

Better online booking and easier to get through to reception

Better training for some reception staff

xx

Any other comments or feedback you would like to add?

I have been a patient for over 20 years and the service the doctors and wider healthcare team provide is fantastic. It is such a shame the building has not been updated to reflect the needs of the community over the years and to provide a top class facility for the wonderful team at Albion Street Group Practice.

The waiting list for booked appointments is too long.

no

If you did move premises you would need to stay very local

a new built state of the art building is definitely a must have (if permissible). With a bigger premises, there is a possibility to house more services such as ultra sound/imaging services etc locally rather than going to the hospital. With more facilities you'll be able to attract more staff both medical and non-medical. Some state of the art health care services and buildings are found in the Far East / Australasia / east and west of the world which we can learn from. Even their polyclinics premises are almost like mini hospitals catered for the local communities needs.

ASGP, has always delivered services above my humble expectations and have helped me in my medical needs. Hence, I sincerely hope and pray that ASGP will be granted a new state of the art building and have the ability to house more facilities/services. All the best :).

Lovely receptionists! Keep them all

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

would like surgery to remaining the community and not get too big

This practice is very helpful to us and a renovation would make it more accommodating

My neighbours who go to other local GPs are envious that I can book appts & order meds online.

I think the service provided is excellent

I have to wait too long or an appointment to see my regular doctor, even huh there is always another gp on duty, I would prefer to see my regular Doctor Dr. Otty as she has been my GP for some 25 years and I feel confident in telling her any of my ailments

N/A

The early opening hours are really good and I love the flexibility it offers

no

Appointment waits are top priority. It looks like the current building is part of the problem so would support relocation.

no

needs a face lift

Doctors and staff of the highest quality

Generally I'm happy with Albion Street except for not being able to book a GP appointment online within a week

No

I have had excellent service from staff. Reception is in the middle of the waiting room so there is little privacy.

I'm content with the service

excellent doctors and staff.

It's a good practice and very helpful medical and non medical staff.

More doctors and more appointments would be good, especially as demand for services is growing.

It would be helpful if there was somewhere to park. You can't park at the surgery and you can't park at the hospital. To me that is crazy.

an excellent well run surgery

I had left the surgery as I moved closer to the spa road surgery, but came back to Albion street. Staff are polite and actually smile at you, giving you the feeling their aim is to care for you.

xx

What changes would most improve the Albion Street Health Centre building? 75 answers

Comments as follows:

greater privacy at reception desk.Greater privacy for duty doctor ...in both the latter staff and patients can hear ALLf

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

needs a lift

Separate area for children when you are ill you do not feel like tolerating them

Lifts needed for getting pushchairs upstairs

Disabled lifts and more disabled parking

Adding a lift

Lift to first floor so fully accessible to all

As someone with mobility problems seeing my GP upstairs is sometimes a challenge

Extra space; lift.

relocating to a spacious and more adequate building.

If staying in same location then a lift

better facilities for elderly and disabled, especially a lift

Any Morden state of the art facilities relating to health care would improve ASGP building.

A larger centre, to accomodate all patients

Bigger and airier offices with step-free access to all floors.

A lift , better and bigger hallway,

Lift

none

more space and facilities for offering an extended range of treatments

It is very old fashioned, a lift, more modern facilities

Lift, more rooms for consultations, more organized reception area with devoted staff for reception

A new, larger building with improved modern facilities

Administration and operations - that necessitate 2 waiting areas. Much of the admin and secretarial support staff can be moved t the second floor to allow for more ground floor treatment area

It's crucial to have separate rooms for doctors and nurses and a lift if the practice operates on more than one floor

Lift for older and disable people

a lift, additional consultation rooms, bigger waiting area, ability to host diagnostics or other community health services

More modern facilities e.g lifts bigger waiting area and more consulting rooms

lift

Having access to more space, & rooms to consult in.

Lift. More consulting rooms for more doctors etc, especially with the increasing population in the area.

A lift and more rooms

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

Enlargement. More flow room around reception.

More room

lift

adding a lift

More surgeries for the doctors and nurses

to be slightly bigger

disabled lift

Lift

a lift

Larger premises

none

the upstairs access

lots more space

None

Lift, areas for supplementary services. More privacy at reception.

No changes is needed

Easy access to all areas for wheelchair users,mums with prams.

possible better layout of waiting area. possible better ventilation for corridors?

The baby unit should be downstairs, the waiting area plus reception is too open so anybody can hear you talking about your symptoms to the receptionist

a lift and also adding a 2nd floor to make more room for staffs n patients

Lift access to first floor

More privacy at reception

More space to offer more facilities and services

A lift, perhaps more treatment rooms for the expected increase in the local population

no e

more consulting rooms

A lift. More comfortable seating; soundproofing in the admin area - all conversations can be overheard

Add a lift for better disabled access

Bigger building, lifts

Reduce lead time for getting appointment

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

A lift and a nicer waiting area

More doctors and nurses. In addition modern clinic
more space

More space in corridors and lift access to upstairs for wheelchair/pram users or people with disabilities. A map or signposting to the various rooms, including which waiting area to use.

A lift would help. Bigger waiting rooms too.

as i say the stairs are a problem for me, but my observations are that it is such a good and successful clinic that in order to be able to offer additional facilities that it will be required to then the present premises will be inadequate

Lift to help with mobility and more rooms

more mobility access with a lift. more space generally.

Have more rooms : doctors on duty

More space and disabled access for all surgeries

Lift

A lift, better toilet facilities , better placing og the front door as it does get very drafty in cold windy weather
lift

More doctors