

patient friendly

WORKING

*Is your hospital.....department.....clinic.....ward
Patient Friendly?*

Small things make a big difference to patients...and to staff!

Do the notices say '*no mobile phones*' or do they say '*no mobile phones in this area because.....*' with some that say '*You may use your mobile phone here*'?

An A&E department introduced a '*mobile phones here*' area which pleased patients wanting to arrange for a child to be picked up from school or the dog to be let out, without worrying they would lose their place in the queue.... and found a dramatic drop in the time used up by staff ferrying messages to and from anxious relatives.

Look at www.patientfriendly.org.uk to find out more.

or email pf@4Ps.com Tel/fax: 020 8815 5792