

Is your Practice Patient Friendly?

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

Are your patients a nuisance or an asset?

A GP practice manager was fed up because whenever she brought toys and books into the surgery they were nicked by the patients and their children - she spent a great deal of time going to charity shops and jumble sales to replace them.

She was encouraged to ask the parents and carers who came into surgery over the next few weeks what should be done.

Together they came up with the solution.

A notice asks parents and carers to bring in toys and books they don't want, and to take any away that their children would like....a completely self supporting toy and book exchange was born.

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

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