The following responses were each for a single patient.

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| --- | --- | --- | --- | --- |
| **Item** | **Action required** | **Person** **Responsible** | **Date**  | **Outcome** |
| Reception Toilets –Pt had an issue but did not state actual concerns. | We check bathroom’s daily and have ongoing dialogue with cleaners regarding the standards of cleanliness we require.  | DON  | March 17 | Ongoing |
| Clearer fasting instructions for Gastroscopy | Instructions are sent with paperwork via email and those for Gastroscopy were rewritten to be more specific:The new email template sent to all administration staff with an explanation to update to ensure when we do a booking that all patients receive the new instructions.You must **fast from FOOD for 6 hours** prior to your admission here. You may have **sips of water up to 2 hours** prior to admission water. | DON | March 17  | Completed  |
| Slippers or socks to be worn | We phone all our patients to confirm admission so we can suggest they bring socks /slippers. Considering whether socks are a risk To look at over boots or other form of footwear  | DON  |  | Ongoing |
| Envelope for results  | We have instigated that results/ photos are placed in an envelope just prior to discharge. This is to ensure patients receive correct information. | DON | April 2017 | Completed  |
| Sandwiches  | We do not have a catering department and the collection of sandwiches from outside the facility would require special transportation.Patients here are often gluten intolerant and have various allergies it is felt that cheese and biscuits / gluten free were a suitable option. | DON  |  | N/A |
| Interactive Forms on line  | Discussed with Web designer. The form was not able to be reproduced on line in a printable format for us to then use on the day. The form must be saved to the desk top prior to being filled in electronically and then emailed to us.  | Thirst  |  | Completed  |
| More current and diverse reading material  | We provide daily papers as well as a selection of magazines that are provided commercially and cover a wide variety of topics. | Admin Staff |  | N/A |
| Forms do not specify the admission time  | We admit only ½ hr prior to procedure to ensure patients have minimal stay. List’s confirmed 2 days prior & patients are notified of admission time then  | Admin Staff |  | N/A |