

# healthwatch

## Brighton and Hove

### GP Practice Observation Checklist

This review checklist is to be completed by Healthwatch volunteers during the surgery visit.

Please return completed forms to the Healthwatch office.

Volunteer name(s)

Date completed (dd/mm/yy)

Name of surgery

### Information displayed

Please give a score out of 10 (0=very poor, 10=very good) based on the following criteria:

Is display of information cluttered? Is information up to date? Is there a closed circuit TV providing patient information? Is information easy to read? Is the information relevant and useful to patients? Is there information on safeguarding e.g. identifying and reporting abuse and neglect?

Comments

## Hygiene/Toilets

Please give a score out of 10 (0=very poor, 10=very good) based on the following criteria:

Is hand gel available in the waiting room? Do the facilities look clean and tidy? Are toilets accessible and well signposted?

Comments

## Communication

How patient-friendly are staff?

Please give a score out of 10 (0=very poor, 10=very good) based on the following criteria:

How are receptionists and other staff interacting with patients? What is their tone of voice and how helpful are they being? Are conversations easily overheard by other patients? Are patients clearly informed/called in for their appointments?

Comments

## Waiting area environment

Please give a score out of 10 (0=very poor, 10=very good) based on the following criteria:

Are the seats comfortable and in good repair? Is seating appropriate for people with different needs? Is drinking water available for patients in the waiting area?

Comments

## Feedback on Practice

How easy is it for patients to find out how to make a comment/complaint?

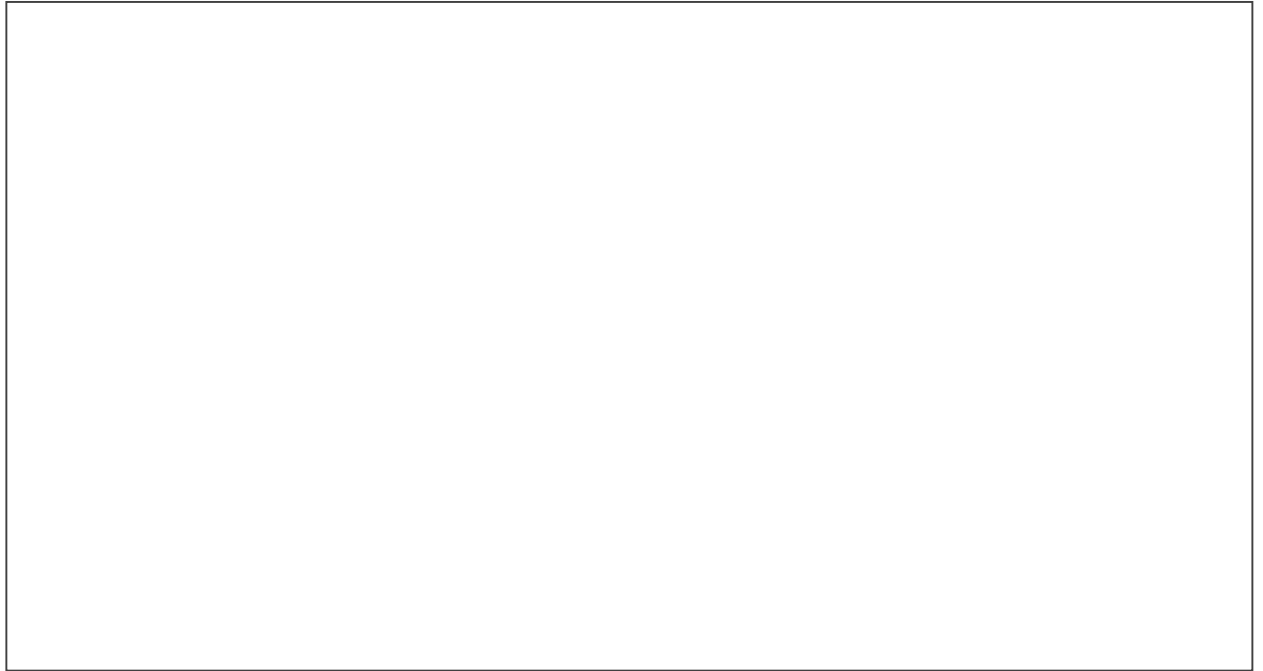
Please give a score out of 10 (0=very poor, 10=very good) based on the following criteria:

Is information on how to make a comment/complaints clearly visible? Is there information on doing the Friends and Family Test?

Comments

## Other observations

Other observations on the practice

A large, empty rectangular box with a thin black border, intended for writing observations on the practice. It occupies the majority of the page below the header.