15 steps –

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| **Questions to ask yourself** | **comments** |
| Was it easy to locate the clinic |  |
| On entering the venue, what is my first impression? Which word/phrase describes my feeling |  |
| What is the atmosphere like – calm, busy, warm, cold, bright, clean? |  |
| What is welcoming about this area? |  |
| Is the process for booking in clear? |  |
| How do staff greet patients |  |
| How is dignity and privacy respected? |  |
| How are staff interacting with patients |  |
| Staff are communicating with patients. |  |
| What makes me feel less confident? |  |
| Are clinics running to time |  |
| Are notice boards up to date? |  |
| **Things to look out for** |  |
| Car parking is accessible to all? |  |
| The route to the clinic is well signed |  |
| Information on how to book in is evident and clear |  |
| Staff are visible |  |
| Where do patients wait? |  |
| Patient’s privacy is considered |  |
| Staff acknowledge patients on arrival – eye contact, smiles, greetings |  |
| Staff introduce themselves to patients |  |
| Patient’s comfort is considered (seating, refreshments) |  |
| There is an area and/or toys for children who may be waiting |  |
| Toilet signs are clear |  |
| Patient information is displayed and tidy |  |

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| **Questions to ask yourself** | **Comments** |
| Is the area well set out/organised/uncluttered |  |
| Does the area look clean? Does it smell clean? |  |
| Are equipment/notes stored tidily and with respect for confidentiality |  |
| Are cupboards, stock room, kitchen etc organised, clean and uncluttered |  |
| What are my first impressions of staff professionalism, competency and efficiency? |  |
| What do the interactions between staff, patients and other visitors tell me? |  |
| Can I observe good team work taking place |  |
| What tells me about the quality of care here? |  |
| Is there evidence of patient safety and infection control? (emergency equipment?) |  |
| What information is given about the use of mobile phones? |  |
| **Things to look out for** |  |
| Seating area well set out – comfortable chairs, room for wheelchairs |  |
| Well maintained, appropriate and clean condition of floors (non slip), walls, windows, ceilings |  |
| Equipment stored tidily |  |
| Clean uncluttered corridors |  |
| Clean toilet |  |
| Visible clock |  |
| Patient queues are well managed |  |
| Patients who are transported to the clinic in beds or wheelchairs are transported with dignity and appropriately |  |
| There is information on how to make a complaint, comment or suggestion |  |
| There is evidence of encouraging and acting on patient feedback e.g. “you said ... we did” |  |

**Welcoming and caring**

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| Positives | Recommendations |
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**Well organised and calm:**

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| Positives | Recommendations |
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**Informative:**

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| Positives | Recommendations |
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**Overall themes and comments:**

**WELCOMING AND CARING:**

**WELL ORGANISED AND CALM:**

15-Steps Walkaround undertaken on:

by