

# Bromley Healthcare

**better together**

Name of Service Community Paediatric Team

Action plan for satisfaction survey 2015-16

You told us this	As a result
That we sometimes run late in clinics	We will inform you if we are running more than 15 minutes late and keep you informed of how long you are going to have to wait.
Waiting times for appointments can be long.	We aim to see most patients within 3 months of their referral being accepted by our service.
That you would like hot or cold drinks whilst waiting for the appointment.	It is not possible to serve hot drinks in case a drink gets spilt and a child gets burnt. Cold water is available by the reception area.
That you wanted Air-conditioning in the building.	We now have air conditioning in the main waiting area and Dyson fans in the clinic rooms. We are exploring whether we can get air conditioning in the clinic rooms.

