

Welcome to Queens Medical Centre

We want to make sure **you are happy and involved** with your health care.

Your views matter to us.

We want you to tell us how to make it better.

Tell us what you like and do not like.

Ask reception for a patient feedback form.

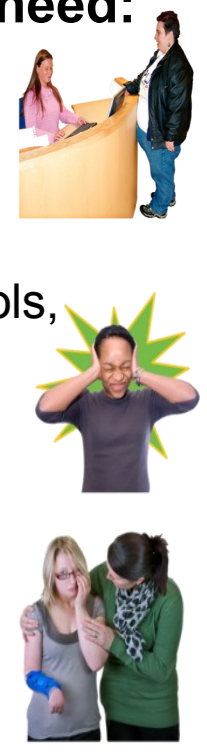


We are happy to make **reasonable adjustments** to make sure it is **easy** for you to see your doctor.



We are a friendly, supportive practice and we are here to help

- Please talk to reception if you need:**
- ◇ **Extra time** - we can book a double appointment for you.
 - ◇ **Easy read information** - simple sentences, photos, symbols, objects of reference
 - ◇ **A quiet area** - If you are anxious we can let you sit in a quiet area so you feel more relaxed.
 - ◇ **Emotional support** - If you are nervous, please tell us.



Please tell us your communication needs.

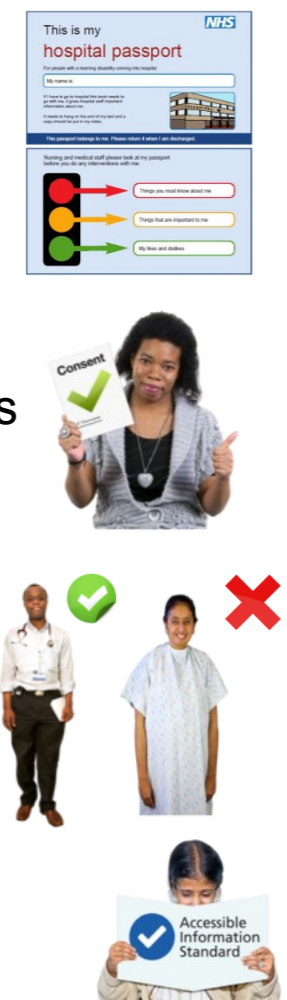
Help us and bring your **Hospital Passport**

If you give consent, we can put your communication needs on the computer.

We will keep your information **confidential and safe.**

Doctors and nurses can look but patients are not allowed.

This will help us to have your wanted communication



Have you had your annual health check?

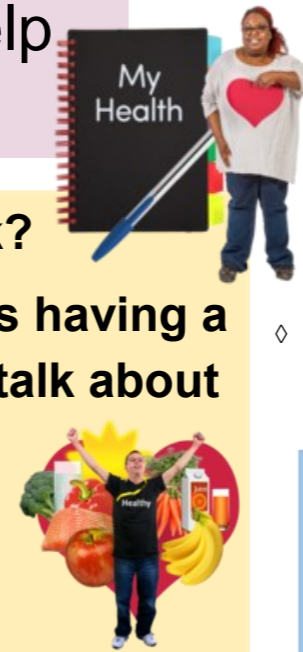
If you are registered with the practice as having a learning disability, come and see us to talk about your health.

We will talk with you about your mental and physical health and give you ideas on how to keep your body healthy.

We will look at your medication with you.

We will do your blood pressure and weight.

We will make a Health Action Plan with you to help you remember your



We want all our patients to understand their health. We use the *Mental Capacity Act 2005* to find out if patients can:

Communicate— their decision?

Understand— the information given to them?

Retain—and remember the information?

Balance— or use the information to make

