

THE LAURELS - 'MYSTERY SHOPPER' FOLLOW UP

Actions	ISSUES IDENTIFIED	Name of person Visiting Premises.	Date of Visit	Time of Visit	Observations	Additional Information
1	Rubbish lying on the floor	KG	07-Jan-11	9.40am	No rubbish observed on the floor.	
		JJC	21-Jan-11	10am	No rubbish lying on the floor, the reception appeared clean.	
		FK	24-Jan-11	3pm	no rubbish on the floor. Reception area was clean and patients waiting quietly in seats.	
	A smell of "disinfectant and dustbins" in the waiting room,	KG	07-Jan-11	9.40am	No smell noticed in the waiting room.	
		JJC	21-Jan-11	10am	There was no smell of disinfectant.	
		FK	24-Jan-11	3pm	Room did not smell bad, nor did it smell of disinfectant.	
3	Dirty drinking water	KG	07-Jan-11	9.40am	Water was not checked as no water bottle was observed and it was not recognised that the filter system operates through pipes.	
4		JJC	21-Jan-11	10am	No cups to check quality of water.	
5		FK	24-Jan-11	3pm	I didn't notice any drinking cups.	
	Broken lights in the toilets (the toilets are internal, i.e. no windows, whenever any of the lights fail, they are replaced as soon as possible and never any longer than 1 day, because it means the toilet is out of action).	KG	07-Jan-11	9.40am	Toilet lights were working.	
		JJC	21-Jan-11	10am	The toilets were clean and the rota up to date. All lights in the toilet were in working order.	
		FK	24-Jan-11	3pm	Checked 2 toilets, they seem fine, both had toilet paper and were clean.	
	Queues of up to 40 people waiting for a blood test in the mornings.	KG	07-Jan-11	9.40am	The first waiting area seats were all occupied, but not just by people waiting for blood tests. The second area still had seats available.	Maybe the staff are aware that PCT staff are checking up on them as when I came out of the second toilet, a member of staff ran past me saying "oh I think I need to put toilet paper in that loo!"
		JJC	21-Jan-11	10am	There were a number of patients waiting in the reception, but all were seated and the reception area did not appear overcrowded.	
		FK	24-Jan-11	3pm	waiting area was busy but everyone was sitting quietly in their seats. Seemed under control	