

General practice

You work in an administration role in a GP Clinic with 8 General Practitioners, and 2 Nurses. The clinic is always fully booked, and this can often result in longer waiting times for appointments.

You have noticed that some people accessing the clinic appear to be nervous or worried, are unable to sit calmly, and appear startled when the door opens and closes.

Things to consider:

- 1 How do administration/reception staff welcome people into the clinic, and provide them information on where they can wait, where the bathrooms are, and general information about the clinic?
- 2 Are there areas people can access if they would like privacy or a smaller space when waiting, or that allow for people to sit without having their backs to a doorway?
- 3 Do staff ask the names and pronouns of people accessing the clinic?
- 4 Do staff ask and record sex assigned at birth, in addition to gender, to ensure tailored care?
- 5 Does the clinic seek feedback from a diverse group of people who access the clinic, outside of accreditation requirements, about their patient experiences?

Safer spaces must include consent and choice

Everyone can contribute towards safety

