

	Staff awareness Training & needs analysis	BSL&Braille resource needed	Review of complaints procedure	Annual review of DDA audit	Annual review of Access to practice information	Contrasting colours/tones within surgery environment	Promote "quiet area" within surgery	Induction loop facility	Signage review	External hand rail	Practice leaflet in Braille and on CD	Automatic external doors	Disabled car park spaces	Online booking system	Review new patient questionnaire	Bells at entrance doors	Wheelchair ramps to be fitted	Provision of drop counters at reception
Presteigne	x	x	x	x	x													
Llanidloes	x	x			x	x	x											
Cemmaes Road	x		x			x												
Ystradgynlais	x				x													
Brecon	x		x		x				x		x							
Haygarth	x							x	x	x		x						
Newtown	x							x	x				x					
Machynlleth	x		x					x	x		x			x				x
Builth Wells	x				x	x			x						x			
Welshpool	x								x				x			x	x	
Llanfair Caereinion	x											x			x	x	x	
Crickhowell	x		x		x									x				x
Llandrindod Wells	x				x			x							x			
Montgomery	x	x		x		x									x			
Knighton	x		x		x													
Rhayader	x				x										x			
Llanfyllin	x			x					x		x		x			x	x	x

Main areas to be improved:

Staff awareness Training & needs analysis
Annual review of Access to practice information
Contrasting colours/tones within surgery environment
Review new patient questionnaire
Review of complaints procedure