



## PPG Tabled Questions 02-09-2019

- 1. Is it possible to gain brief disabled access to the car park for dropping off/turning/picking-up as members are concerned about their safety and that of their volunteer/taxi drivers when pulling off/in on this dangerous stretch of the road?**

The Practice Manager, Raj Shukla and Assistant Practice Manager, Alison Peat; have assessed the car park at Paxton Green Health Centre with regards to the above tabled question. In summary, unfortunately it is not possible to have a general use 'drop of point' inside the car park for use by patients for their taxi drivers or carers for dropping off and picking up.

This is for safety reasons as the car park is narrow and does not have a natural drop off and drive away place in it. There would need to be a U-turn of the car or taxi at some point or reverse back out onto the main road, which is not safe. It would likely cause congestion and potentially disputes between drivers, as some are being dropped off and others collected. In particular taxi drivers who tend to be in a hurry.

However, for exceptional cases we could allow a patient with a severe mobility problem to be dropped off inside the car park, but this would have to be arranged in advance with the reception team by phone. Once dropped off the car would need to leave the car park and separate arrangements made for collection. This would need to be monitored by the Assistant Practice Manager and Reception Supervisor on a trial basis to ensure it is working safely.

Alison Peat – Assistant Practice Manager

Raj Shukla – Practice Manager

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