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MINUTES OF MEETING

Wednesday 4th December 2013 @ 12.00pm

PATIENT SURVEY

PRESENT	Practice Representatives: Dr Kevin Dean, Dr Penny Owen, Dr Sarah Griffiths, Dr Catherine Cox, Sister Debbie Hancock, Rita Cryer & Janine Elliott (PM) PPRG Members: Rev Peter Jennings (Chairperson), Mrs Jean Jennings (Secretary) & Mr Alf Churchhouse (Committee Member)
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MINUTES

The purpose of the meeting was to discuss the findings from the Practice's Access & Availability Survey 2013 and identify any areas where further investigation or action is needed and develop an Action Plan to aid implementation. The survey was available to all patients both in surgery and on the practice website throughout October 2013 and 251 questionnaires were completed in total.

Rev Peter Jennings opened the meeting with some of the points raised with the group whilst aiding the practices in conducting the survey during the Flu Clinics.

1: The time sometimes taken to answer the phone (during the morning). This is understandable but frustrating for the caller. Would it be possible to have a queuing system?

2: When a doctor specifies a time to see a patient again the patient is told by the receptionist "not possible!" Could the patient be told by the doctor that the information is recorded and would be available to another practice doctor in the period specified.

3: Where available Evening & Saturday appointments should be offered to patients by the receptionists and these should be clearly advertised.

4: A clear notice in the waiting area indicating the appropriate time to call or phone for results of tests, information about telephone consultations and graded action could be taken for appointments not kept without explanation or cancellation.

5: An "Are you Aware" pamphlet handed to patients by the receptionist when appointments or other enquiries are made.

6: is it possible to add information to the website information in the waiting room?

These issues were discussed and summarised along with the findings of the survey and have been incorporated into the attached Survey Action Plan



KD action plan
2013.doc

The practice is extremely grateful to the dedicated members of the PPG who once again have helped enormously in getting the survey completed and raising awareness of the Group and the representatives were asked to pass on our thanks to everyone who had assisted.

Following a review of the Action Plan by both the Practice and the PPG, details will be published on the notice board, website and incorporated into the next newsletter.