

Village Green Surgery
Meeting to Discuss 2013 Patient Survey
10 December 2013 - 11.30am

Attendance

Dr SE Blair	Dr FJ Riddle
Dr PW Olley	Dr MA Westwood
Dr AN Soomro	Dr AW Wallace
Dr AM Cole	Mr PM Horsfield
Dr LJ Warren	Dr S Nagiah
Ms B Suddick	Mrs P Davis
Mrs C Bunton	

Minutes

The meeting reviewed the Improving Practice Questionnaire produced by CFEP in November 2013. This meeting was to agree priorities which are to be put to the Patient Reference Group (PRG) for their thoughts.

The meeting agreed to focus on the areas where there was scope for improvement. The following areas were agreed for action:

Patient Survey Results

1. If funding can be found to set up Saturday surgeries, would patients want pre bookable appointments or walk in ones (like A&E)?
2. We have recently upgraded our website.
 - a. Do the patients like the changes?
 - b. Do they use it?
 - i. To book appointments
 - ii. To request repeat medication
 - c. How confident are they in using it?
3. When doctors are running late would you like to know when you check in?
4. If a GP is running late when you arrive, would you prefer the option of a telephone consultation instead, or do you prefer to wait to see the doctor face to face?
5. How do you prefer to consult your GP? Do you come each time you have an issue, or do you prefer to address everything with a "one stop shop"?
6. We offer telephone consultations every day, but they are often unused. What time would you prefer a telephone consultation if you were pre-booking one?
7. The surgery deals with complaints in line with mandatory NHS procedures. However, we are keen to recognise team members who have provided excellent service as well. How should we do this, and would patients want to participate?