

Village Green Surgery
Meeting to Discuss 2012 Patient Survey
11 December 2012 - 11.30am

Attendance

Dr SE Blair	Dr FJ Riddle
Dr PW Olley	Dr MA Westwood
Dr RL Evans	Dr AN Soomro
Dr AW Wallace	Dr N Fell
Dr AM Cole	Mr PM Horsfield
Ms B Suddick	Mrs P Davis
Mrs C Bunton	

Minutes

The meeting reviewed the Improving Practice Questionnaire produced by CFEP in December 2012. 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. How far in advance to you like to book your appointment?
2. How do you book your appointment? Phone, in person, or internet?
3. The phone system greeting has a list of phone numbers at the start of it. Is this helpful or should the message be shorter?
4. Does the warmth of the doctor or nurses' greeting concern you, and do you consider this a good use of time or do you just want to get on and discuss your concerns.
5. We do a number of questionnaires each year to help us understand patient views. Do we do too many, just right, or not enough?
6. What do you think of the idea of rating your experience today as you leave the surgery with a single question "how do you feel your consultation went today?"
7. Are you interested in more information on "self care"? If so, do you want leaflets, website links or telephone advice?
8. The practice has a computer screen in reception which displays health advice. Do you watch it and do you find the advice relevant and useful?