

Village Green Surgery
Meeting to Discuss 2014 Patient Survey
9 December 2014 - 11.30am

Attendance

Dr FJ Riddle	Dr MA Westwood
Dr PW Olley	Dr AN Soomro
Dr AW Wallace	Dr PJ Wood
Dr S Shek	Mr PM Horsfield
Dr K Lawson	Ms B Suddick
Mrs P Davis	Mrs C Bunton

Minutes

The meeting reviewed the Improving Practice Questionnaire produced by CFEP in November 2014. 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. There seems to be a need for additional information on services provided either in the practice or accessible locally. The PRG is to be asked how much information they want and where they would like to access it
2. People are not taking up online ordering of prescriptions. We need to understand why and see how we can encourage greater use (and therefore less use of phone requests).
3. People seem unaware of our opening times. The survey requested late nights which we already deliver. We will ask the PRG how we can publicise our opening times better.
4. How do patients prefer to consult a doctor? There seems to be varying needs from our patient population. Some want to see a GP in a pre booked slot, others happily wait four hours in A&E to see a doctor who has no previous history. We need to understand whether we can alter the way we deliver our service to give greater access to patients who go to A&E or a Walk In Centre.
5. Some patients want to see a particular doctor, and seem willing to wait until a day that they are working. How does the PRG suggest we publicise when doctors are available?
6. The survey indicates that people do not think we deal with compliments and complaints as effectively as they would like. We need to understand what more we can do in this area.
7. Would the PRG like to see our practice boundary on our website? Would this be any use to them?