

Village Green Surgery
Meeting to Discuss 2011 Patient Survey
3.30pm Wednesday 23 November 2011

Attendance

Dr Stephen Blair
Dr Jane Riddle
Dr Mark Westwood
Dr Peter Olley
Dr Aliya Soomro
Dr Pipin Singh
Dr Rebecca Pedlow
Dr Emma Cox
Mr Philip Horsfield
Ms Beverley Suddick
Mrs Margaret Waterson
Mrs Alison Hedley
Miss Heather Humphries

Minutes

The meeting reviewed the Improving Practice Questionnaire produced by CFEP in September 2011. 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:

1. **Waiting time in the surgery.** The practice has recently altered the timings of surgeries to try and reduce late running by GP's at busy times. The PRG is to be asked if they think the changes are working, and if they have any other suggestions.
2. **Satisfaction with Availability of Appointments.** The practice now offers numerous late night surgeries, so the PRG is to be asked when they find most convenient to attend the surgery. A range of options throughout the day will be considered.
3. **Late Night Surgeries.** The PRG is to be asked how successful we have been at communicating the availability of these surgeries, and if not how we can improve our communication.
4. **Telephone Access.** The greater use of email may help with telephone access, as hiring extra staff is not an economic solution. The PRG is to be

asked whether they would consider using email to order repeat prescriptions, and whether they use the internet to book appointments.

5. **Speaking to a GP on the Phone.** The low satisfaction on this issue is a surprise, as we have numerous spare telephone consultations every day. The PRG is to be asked whether they are aware of them, and if they would use them.
6. **Would people recommend us to their family and friends?** The PRG is to be asked this question and given the opportunity to comment on both GPs and Admin staff.
7. **Practice Leaflet.** Are the PRG members aware of it, and what would they like to see on it?
8. **Test Results.** In relation to general satisfaction with our services, the PRG is to be asked whether it is happy with the way they get results from us.
9. **General Comments.** The survey to the PRG will have a comment section for general comments and suggestions.