

Patient Liaison Group Meeting

Wednesday 5th September 2012

Attendees

Susan Lancaster (Secretary)
Robert Maxfield
Ann Hindle
Rene'e Wharmby
Alan Neath (Chairman)
Dave Rushforth
Ann Hollis (Surgery Liaison)
Elizabeth King
Steven Scholfield
Peter Woodworth (vice Chairman)

Apologies

Maria Lydon

- It was agreed by the meeting that the PLG would co-ordinate & man the Macmillan "Big Coffee Morning "on the 28th September 2012.
- A Hi said she would provide some homemade cakes for the event.
- It was decided that the event would run from 10am till 2pm
- A N said the only thing on the agenda for this meeting was to sort the questions for this year's Patient survey.
- It was agreed to reduce the number of questions from 15 to less than 10 & the options reduced from 6 to 3.
- Question 1 -at the time of booking how satisfied were you with the length of time between booking & the convenience of your appointment?
- Question 2 - How confidential do you feel reception is now?
- Question 3 - The opportunity of speaking to a doctor, nurse or practice pharmacist?
- Question 4 - Are you prescriptions ready on time & correctly issued?
- Question 5 - Do you the quality, information & help provided by all staff is –
- Question 6 - Did you know you can book & cancel appointments on line as well as order prescriptions?
- Question 7 - my overall satisfaction with the practice is –
- The option rating will now be – poor- good – excellent
- The age ranges will be 16-30, 31 -40, 41-50, 51-60, 60+
- Also included in the survey was a question asking if the patient knew there was a practice patient liaison group & how to contact them?
- A Ho will bring to the next meeting the revised questionnaire for the group to read & approve.
- A Ho asked the group to read & approve August minutes.
- These were read & approved by the meeting & signed by A N.
- A N asked about the telephone system.
- A Ho said the surgery had revisited this & it had been improved.