

MUNRO MEDICAL CENTRE

Summary minutes of a meeting of the Patient Reference Core Group held on Monday 10th December 2012 in the Practice Meeting Room

Present:- Chairman, Secretary, four members and two practice management staff.

Apologies for absence

None received.

The Secretary explained that no Minutes or Agenda had been distributed prior to this meeting as the practice was unable to obtain email addresses pending implementation of the new website which hopefully would be fully installed by the week ending Friday 14th December.

The Chairman explained that this meeting was to discuss the 2013 Patient Survey to approve and/or add/delete any further suggestions from the PRG Core Group Members.

The draft Survey as distributed was then discussed item by item. This can be summarised as:-

- 1) – 4) Self explanatory and as 2012 Survey.
- 5) – 6) These questions must be asked as standard practice procedure.
The Chairman commented that the question should be similarly worded i.e. they should both read as ‘your’ surgery and not ‘the’ surgery.
- 7) – 8) General ‘mixed bag’ as last year.
- 9) Following the introduction of the new telephone number it is now needed to know how much easier patients find contacting the Surgery.
- 10) The Chairman asked if a Triage Nurse would always call back when an urgent appointment was requested as due to experience he would like reassurance that this would happen.
The practice replied that a Nurse would usually call back and reception would point any problem in the right direction.
- 11) The Practice has looked at getting more appointment times on the system but this is constrained by staff availability.
- 12) The Practice said that opening hours have been extended on some evenings
- 13) No further comments
- 14 - 15) These questions are asked as it appears that some hospitals do not send results of the consultation to the Surgery.

16) – 19) As last year which will indicate any change in replies.

At the end of the Survey it was suggested that the last statement i.e. ‘Any surveys received after this time ‘cannot’ be included’ should read ‘will not’

A member suggested that questions around the Test Results process be included. Suggested wording was passed to the practice staff.

The member also suggested questions on the suitability and cleanliness of the practice premises should be included. Responses can be captured in a text box.

Another point would be to ask if patients would recommend the practice to someone who has just moved into the area.

Other discussion points :-

A member asked if the toilets could be better signed as the figures on the doors are not easily recognisable.

The Secretary pointed out the advertisements on the waiting room screens could not always be read and the practice said it was aware of some of the problems.

The Chairman requested that the Survey results be put to the PRG before going onto the website.

The Chairman will discuss with the practice the best way to communicate with the other PRG members so as to keep them informed and also access their views, opinions and concerns.

The Chairman will also agree the dates for the meetings in 2013.