

# Friarwood PPG

## Patient Survey Action Plan Meeting

**(2pm, 28<sup>th</sup> February 2012)**

**Present:** Kevin Duggan (Practice Manager), Jeff Allinson, Brian Chappell, Janet Hardisty, Betty Bridden, Ann Jones, Gordon Mullis, Anne Tollick

This meeting was specially prearranged at the last PPG meeting (21/2/12) help build on the proposed areas of concern in the results of the patient survey.

KD recapped on the results of the survey with the group and handed out a draft action plan that had been prepared to try and address the groups key areas of concern discussed at the previous meeting.

The group agreed the action plan addressed the areas of concern we had discussed at the previous meeting but wanted to add some action points to help deliver some of the outcomes.

JA was keen to include patient guides (using plain English) to explain how the appointment system works and how to use the online appointments booking facility.

GM also wanted the action plan to reflect the reception/admin staff training that had been delivered (on 22<sup>nd</sup> Feb TARGET day) to try to give staff skills to help manage patient expectation with such things as the appointment system etc.

BC asked if we could include in the action plan methods of letting patients know about the extra GP the Practice will have available (April onwards) on Weds afternoons.

KD reported back on the idea of a 24hr/7 day a week automated appointment booking system (as shown in the original submitted draft action plan) but the group accepted that the excessive costs of the service far outweighed its usefulness as we would only have the same amount of appointments to book anyway. Therefore this idea was rejected.

The whole group accepted that it would be impossible to deliver an action plan that would fully address every patient's issues with the delivery of services at our or any Practice but were happy that we are listening and improving year on year.