

Establishing a Patient Reference Group:

Steps taken to recruit members:

- Informing patients about the PRG at reception
- GPs informing patients about the PRG during consultations
- Posters in reception
- Directly contacting patients

Method and process of agreeing priorities:

The PRG are to be asked for their input on what the practice can do to better serve its patients, and what the practices priorities should be.

Details of first meeting:

Profile of participants:

Ages: 30 – 75

5 Females

4 Males

Retired

Business

Teaching

Pharmacist

Ophthalmic Dispenser

Media

9 Attended – 5 apologies

Minutes:

Dr Pardhan (the Senior Partner) welcomed everyone to the meeting and explained the main purpose of forming a PRG was to share ideas, feed off each other and to make sure the patients view was taken into account.

It transpired that the issues of priority were patient satisfaction; therefore the last practice survey was discussed.

The majority of members thought that no major changes needed to be implemented, however it was felt there could always be room for improvement

The group suggested that they should meet with the receptionists and the nurses to make them aware of patient expectations.

A new patient survey is planned.

The last practice survey included questions asking in regards to access, receptionists, continuity of care and communication. The summary of evidence, including that set against the national bench mark was favourable as shown in the table.

Dr Pardhan thanked everyone for attending.

Next Meeting: Monday 26th March 2012 at 6.00pm.