

# **MEETING HELD WITH THE HEALTHY LIVING GROUP TO DISCUSS THE 2014 PATIENT SURVEY**

**13 MARCH 2014 11AM – 12.45PM**

**Present: WD, JA, IO, JF, AG, GE, BP (new member) UG, SB, BH, Clair and Mandy**

**The meeting was held to discuss the results of the Patient Survey held in February and early March. There were 248 surveys completed and 50 patients declined.**

**Everyone present was issued with a copy of the survey results and they were read and discussed in detail to formulate the action plan. This survey results are currently on display in the waiting room.**

**The Healthy Living Group were surprised by the negative comments and it was agreed that within the planned newsletter those patients who had made really negative remarks would be asked to discuss them with the Practice Manager privately.**

## **ACTION PLAN AGREED:**

## **INFORMATION ON PATIENT SCREEN IN WAITING ROOM:**

- Mandy to view a full cycle of information showing
- Put information on the screen asking patients to tell us if they feel what is showing isn't appropriate
- Contact Public Health to find out if they have information for us to play on the screen regarding healthy eating/sugar content of foods/what is healthy sugar

- Contact the Clinical Commissioning Group IT people to ask if they can enable our system to display a bigger selection of data than currently is available
- Find out from system supplier how long it will be before Radio can be played out from the screen and interrupted when patients are called (currently unavailable)

### **SELF CHECK IN**

- Prepare a much bigger display to encourage patients to use the screen and ASK for help from staff to be shown how to use it

### **ONLINE APPOINTMENTS/REPEAT PRESCRIPTIONS**

- Have a flashing banner on the website front screen
- Email everyone we have email addressed for on record
- Put a flyer on prescriptions

### **TELEPHONES**

- On Tuesday and Thursday we will bring the phones back through at 1.30pm so this give patients an extra hour to access the practice per week
- Explain in the newsletters about the telephone system and how many lines we have available

### **GENERAL**

- Prepare a patient newsletter which covers all the points raised in the survey

**THE PLAN WILL BE VIEWED AT THE NEXT MEETING ON 8 MAY 2014, 11.30**