

Beechwood Medical Practice August 6th 2013

Discussion item on Agenda for Patient Group Meeting due to be held at 6pm on Tuesday 20th August 2013

Issues which were considered a priority as suggested by patient group members

As a practice we are interested to know what our patients think of the practice and what their experience is of the services we offer. We will be conducting a patient survey later this year and in order to decide what questions we need to ask we asked for the help of our patient group members to prioritise areas for review.

At the beginning of June the practice sent letters to 84 members of the regular patient group and the virtual patient reference group asking for their opinions as to areas of priority, the closing date for responses was 30th June and at that date we had received 47 completed responses. The areas suggested for inclusion in a wider patient survey were as follows:

Requests for priority areas sent to 84 members of virtual and regular patient groups

47 responses received

	Number	%
Getting an appointment	42	89.4
clinical care	26	55.3
services available	15	31.9
reception staff training	10	21.3
information provided for patients	10	21.3
continuity of care	3	6.4
cleanliness of building	3	6.4
advising patients of possible delay on arrival	2	4.3
blood test done same day	2	4.3
let patients know results of tests asap	2	4.3
printed information on illnesses	2	4.3
continuing professional development	1	2.1
developing the carers group	1	2.1
Repeat prescription by phone	1	2.1
doctor call back	1	2.1
a walk in well Womens' clinic (nurse run)	1	2.1
a walk in well Mans' clinic (nurse run)	1	2.1
Getting through on the phone	1	2.1
Display equipment not easy to read	1	2.1
comfort of the waiting room	1	2.1
out of hours care	1	2.1
more early morning and late evening apptmnts	1	2.1