Copies of the draft questions had been sent prior to the meeting to everyone who had an email address and agreed to be part of the patient reference group.

Email feedback had been received from a variety of sources.

This meeting was specifically to agree the patient participation group questionnaire for the coming year.

The following questions were agreed to be put into a suitable format to distribute as soon as possible to the patients in practice via email and on the website. Ways of reaching the maximum number and range of patients were discussed

1. We have had problems with our telephone system and are looking to provide a variety of ways of making an appointment. The existing system will still be an option.

We are starting use patient partner so you would be able to ring at any time to make, cancel or check certain appointment details automatically. Would you use this system Yes/No

We hope to introduce internet booking soon would you use this system? Yes/No

2. Did you have enough time during your appointment to deal with your concerns?

3. Was the reception team polite and helpful today?

4. Have you been treated with respect and dignity today?

5. Do you feel that you were given a clear plan of action if appropriate?

6. Do you feel that you were given enough information during your appointment?

7. What can we do better?

8. What do we do well?

9. If you could change one thing about the practice what would it be ?

Please could you answer the following questions about yourself

 -Ethnicity, Gender, Age

If you had a minor illness or injury which of the following would you go to?

A&E   GP   Walk in Centre   Pharmacy   dial 111

Did you know that there are 2 walk in centres (add details)   Y/N

There was a discussion about the care. Data service and how to raise patient awareness of how confidential data will be used by the service and how patients can opt out.

The next meeting will be on Wednesday 4th December at 2.00 pm