

# **Daybrook Patient Group**

## **Minutes of short meeting held Tues 20 Nov at 9.30**

**PRESENT: M & D Hatton, A & K Marshall, J Wood, F Kieme, B Quigley, D Baggaley, S Parkes.**

**There was a one item agenda to enable the practice to formulate the patient survey for final approval at the next scheduled meeting on 11 December.**

### **1. Patient survey**

Since the last meeting in September, several group members had kindly given of their time to come into the waiting room to ask patients whether there were any aspects of the services provided by the practice that felt were not meeting their needs, or that they considered could be improved in any way.

In fact, they had been happy to take comments from patients about any aspect of their experience of the practice.

Those members who came in advised that few patients had felt strongly enough about anything to include in the survey, so it was left to members to suggest topics to the patients they had approached to ascertain if it was something they felt might be appropriate to include.

Following on from the last year's survey, it was thought questions about telephone access might be useful. It was acknowledged that in spite of the massive publicity drive, patients were still **not** aware that they could book appointments in advance.

They also felt questions about access to the premises and parking would be appropriate as patients had mentioned them occasionally in the past.

Some parents of young children mentioned that they missed having the baby clinic here at Daybrook. It had provided a 'one stop' service for advice, immunisations and doctor appointments if required.

Patient group members felt that the survey could be used to ascertain whether patients were aware of out of hours arrangements as it has been reported that inappropriate use of A&E is increasing. They were concerned that this might have a negative impact on health budgets locally.

Meeting closed.