

## **PATIENT SURVEY DISCUSSION GROUP**

### **Known Attendees**

Heather Coates  
Harriet Burrow  
Austin Maytham  
Charles Cassidy  
Dawn Key\*  
Anthony Fidler\*

\*attended last year

### **Possible Attendees**

Clare Bowthorpe-Weller  
Ruth Busby

### **Cannot attend but has provided comments:**

Toni Barnes

## **AGENDA**

### **Introductions**

### **Summary of Survey Process**

### **Analysis of Results – comparisons with previous years**

**Identification of weak areas – weakness is relative because we score highly in most areas**

**We believe that some areas identified as slight weaknesses last year have largely been resolved**

### **We identified 2 areas we wish to focus on:**

1. Waiting times in the waiting room
2. Opening hours

### **We are here to hear your comments but we have had some comments in advance:**

- A. A well done! (Heather Coates)
- B. Discussing problems with a pharmacist. Alliance pharmacy felt not to be all that helpful in this respect as they only seem to have locum pharmacists at present (Heather Coates)

- C. What percentage of appointments are dealt with by nurses and could any current GP appointments be dealt with by nurses to free up GP time (Heather Coates):
  - a. Nurse practitioner
  - b. Minor ailments seen by nurses
  - c. Chronic disease management
  - d. Pill checks
  - e. Etc
- D. Acceptance of some delays in order that an individual can spend enough time with the GP (Toni Barnes)
- E. Opening times can be difficult for workers but if illness is severe enough, they will be at home anyway. Non-urgent issues should be planned in advance if they could pre-book ahead (Toni Barnes)