



**Riddings Family Health Centre
Patient Participation Group**

**MINUTES OF MEETING HELD on
Friday, 22nd November 2013**

Present: MMH NSV CH
ALW ESW

Apologies for Absence: SW

Margaret extended a warm welcome and thank you to everyone who attended today.

Minutes of last Meeting, held on 19th September 2013, agreed.

Results of Patient Survey

This was carried out in October 2013 and in most areas we received a positive response.

Areas for attention:

A small number of patients expressed their concern over their waiting time to see the Clinicians. To address this we intend to introduce a 'fire break' in the middle of each surgery, whereby the middle appointment (10 o'clock) is not bookable and will allow the Clinicians time to 'catch-up'; plus a notice will be put up in the waiting area asking that patients with complex problems request a double appointment, preferable at the end of surgery so that this will not impact on the waiting time.

Patients expressed an interest in Late Night and early appointments, therefore we propose to introduce a late night clinic, every Tuesday and also to offer early appointments every Friday from 8:30am; both to start in January 2014.

Two patients were disappointed over the cessation of prescription requests via the telephone. This was stopped in May 2013 to bring us in line with every other surgery in the area and has reduced the vast number of telephone calls (some could be quite lengthy) and reduced the amount of missed items.

Interest was expressed in the availability of on-line appointment booking. Since the Practice moved over to the EmisWeb computer system, in May 2013, we are now able to offer this facility via our website.

Approval sought for Proposed Changes

The Group discussed these proposals and all agreed that they should be implemented and should enhance the services offered by the Practice.

Any Other Business

None.

Next Meeting to be held on Friday, 14th March 2014