

Ashville Medical Practice Patient Reference Group Agenda

19th July 2012

Location: Ashville Medical Practice Conference Room

Attendees: Melanie Jones (Practice Manager)
Ruth Nowodny (Administrator)
Patient Reference Group Members

Agenda Items

1. Actions Update
2. Practice News
3. Appointments- Did not Attends (DNA's)
4. Practice Website
5. Practice Objectives next 12 months
6. Priorities for next patient survey

Priority Area	Potential Responses	Actual Number of Responses	Percentage
Ability to be seen quickly	57	48	84%
Ability to book ahead	57	34	60%
Telephone answering	57	17	30%
Experience and treatment of service received	57	16	28%
Opening Times	57	8	14%

7. Patient Survey Questionnaire/ Commencement of Survey
8. Accident and Emergency Reductions
9. Terms of reference- patient group
10. Positive Feedback
11. AOB