Summary of Survey discussion on 9th January 2014

Members were asked for ideas on a survey subject for this year’s patient survey.

DL gave a report on KPI concerning telephone access and appointment booking.

The group discussed the problems that continue to be experienced by many of the patients. Many of those present could recall problems booking appointments and agreed to use this years survey to identify possible improvements in the patient experience.

The survey questions will be forwarded to all members for their comment and agreement.

The survey will be taking place in March, at the Health & Well being forum, and members will help distribute the surveys.

Results will be discussed and an action plan agreed at the meeting in March.