Patient representative group Meeting 14th November 2012

Present

Mrs Chagger

Mrs Senior

Lorna Harris

Pat Pell

Lorna explained to the panel that PCT have requested information regarding our practice boundary and outer boundary, we looked at the present practice boundary and have extended it, except for Earlsdon and Spon End and the inner ring road City Centre areas. The outer boundary will cover the whole of Coventry except for Eastern Green, Tile Hill, London Road and Exhall (when it crosses into Warwickshire).

A new Practice leaflet has been designed and it includes new Practice and PCT / Walk in Centre information, the panel were asked their opinions and a few errors were raised, Lorna will amend these.

Results of patient survey were discussed; generally the survey has only highlighted a few issues.

Question 2- Not easy to get through on the phone

Question 13- Waiting for consultations

The panel discussed ways to improve DNA rates, as many patients are failing to cancel appointments and this is causing urgent appointments for other patients to be postponed.

Complaints against the practice were also discussed, Lorna went through the last 12 months complaints with the panel (there was only 2)and how they were resolved, also we looked at ways of reducing future complaints.

LH 15/11/2012