

PPG meeting outcome

Dear

Further to the meeting of the patient participation group, held on the 20th January 2015, I have detailed below a brief summary of our main discussion points

Patient survey

A discussion was held around the three areas that were to be used to form the questions for the survey. These included:

- How far people were willing to travel for extended hours appointments – this was chosen because extended appointments may be available in the future in other surgeries in the area.
- Following on from last year's improvements made to telephone consultations, the second point raised was over people's satisfaction over telephone consultation availability.
- The final point raised was over the possible available of video consultations and whether people would value these.

The patient survey is now available to complete online and in the surgery. Results of the survey are to be available by the beginning of April.

Newsletter

It was agreed that there would be a quarterly newsletter available to patients via the website and paper copies in reception. Areas of interest of what to include were noted and some of these were:

- Staff changes
- Details of any clinics held here and in the surrounding area
- The outcome of the CQC visit
- Making people aware of the pharmacy and availability of acute prescribing.

This newsletter is due to be realised once the results of the CQC visit are available.

New surgery

An update was given with regards to the new surgery. Unfortunately we are still awaiting confirmation before continuing on with the plans.

CQC

We are currently awaiting our final result from the CQC visit. We are hoping to receive this shortly. The results will be made available online, via the newsletter and in the surgery.

Our next meeting will be held on the 10th March 2015 at 6:30pm. If you have any questions before this date, please do not hesitate to contact me.

Yours sincerely

Nicola Bromirski
Practice Manager
Darley Dale Medical Centre
Two Dales
Matlock
Derbyshire DE4 2SA
Tel: 01629 733205
Nicola.bromirski@nhs.net