

Patient Reference Group Report 2012/2013

1. Priorities for the survey and how they were agreed with PRG:

Most of the problems were to do with the way the surgery looked. Needed to be update more clinics and more to be offered at the practice.

We are nearly at the end of the surgery being modernised and in the past 12 months we have added more clinic and have bought a physiotherapist/ counsellor and midwife into the practice.

2. Method and results of patient surgery.

The patients filled in the improving practice questionnaire before and after seeing the Doctor. We have achieved 88% satisfaction overall.

3. Changes and results of the patient survey.

The changes patients have asked for have been mostly addressed by the modernisation of the surgery. We hope we will be able to offer even more amenities for our patients offer more in-house services and be a more pleasant experience now.