

  
AIN REE  
PARK GROUP PRACTICE

Working with Patients to achieve excellence in local health care

PATIENT PARTICIPATION GROUP

MONDAY 17 July 2017 6.30 ORIEL DRIVE

1 Welcome & Intro	
Patient questionnaire	JL outlined the recent patient survey. Again the practice performed very well. The link to the survey had previously been sent to the group. We compared very favourably with local practices but there is still room for improvement. As usual the seeing of a preferred GP is a low scoring area but 2 sites and part time GPs can make this impossible. However we always try to accommodate. The perception service that patients receive was particularly pleasing.
3 E consult	Following on from previous discussions the practice was now introducing e consults. These are booked online via our website and are particularly for non urgent issues. The practice will respond to these within 24 hours.
4 Staffing	2 new receptionists had been recruited. Unfortunately Dr Mike Dowrick will be leaving the practice in October. Efforts are in hand to secure a replacement.