



## **Patient Reference Group**

**14<sup>th</sup> November 2013 @ 2 pm**

**Present:** Christine Blackburn, Moira Wears, Tony Waddell, Bill Mooney, Michael Simpson  
Kath Storey, Matthew Devlin (medical student), Sue Elsbury

### **Patient Survey**

The group met to agree the priorities for our Patient Survey 2013/14 as per the action from our last meeting on 20<sup>th</sup> March 2013.

The practice has previously used CFEP however the group felt that this particular survey did not provide us with accurate and meaningful data to use for improving or enhancing the service we provide.

It was therefore agreed that we could concentrate on 3 main areas, plus a 'friends and family' test. We would also allow lots of opportunity to leave comments.

The 3 areas are:

- 1. About the appointment**
- 2. About the practice**
- 3. About the visit today**

We intend to start this survey week beginning 25<sup>th</sup> November and run it for 2 months. This should give us a larger sample of patient views.



Pt Survey 13  
14.docx

We will meet again in February to review the findings.

### **North Durham CCG Update**

Details of the Winter Pressures scheme were discussed. The scheme has been introduced to try and reduce the demand on A&E and 111 during the busy winter months. GP Practices across North Durham are opening on a Saturday and/or Sunday, resulting in an additional 26,000 GP appointments between Oct – Mar.

North Durham campaign 'A Call for Action' was shared with the group.

### **Support for blind veterans**

Bill Mooney left information of a support service for blind veterans, with a view to promoting the work that they can provide to aid the day to day life of those patients/veterans who have a sight impairment. He left promotional material, with contact details for GP's/Nurses to use as a resource. Kath agreed to cascade this within our Practice Manager group.

Date & Time of next meeting: TBA