

Component ONE

The PPG was established to meet regularly at Chapel Row surgery (first meeting 2007) the group was advertised in the surgery(own notice board and surgery newsletter) and staff informed patients of the group and asked patients to join.

Component TWO

Practice survey developed with PPG See attached questionnaire

Component THREE

The survey was sent to a random selection (chosen from regular registered patients by EMIS) of patients aged 16-90 to complete. 260 surveys sent and there were surveys for patients to complete when visiting the surgery. See attached results

Component FOUR

Results were discussed at the meeting in January 2012 see minutes

The test results service is now in operation with patients ringing between 12noon and 1 pm when they can speak to a nurse and it is recorded that the patient has received the results

The survey showed there was little interest in an e forum

On line appointments are being looked at currently