



Dunelm Medical Practice

Patient Forum Meeting Bearpark Board Room 13th Feb 2012

Present: NM, RC, TC, VW, GT, MSh (Practice Manager)

Apologies: AC

1. Patient Survey Results 2011/12

MSh shared the survey results with the group (attached) from the October local Patient survey and they was discussed at length. Also shared were the collated comments from the free text boxes on the back of each survey. They were categorised by site and positive, areas for improvement and other.

The Forum members were, on the whole happy with the results of the survey. After discussion, suggestions were made to:

- Reduce DNA's
- Introduce / Pilot a triage system to increase access
- Enable on line booking of appointments

2. AOB

The group agreed that the next meeting should be in June 2012, date and time to be confirmed.