

**Patient Feedback Meeting regarding patient survey  
Thursday 17th January 2013**

Attendees: Janet Symmons (Admin), PC(f), AR(f), MC (f), DB (f),BH (f), AW (f), JC (f)

The main agenda item was to consider which issues the group thought were of main importance of covering in the patient survey

Patients were generally happy with both staff and the service we offer. However, the following issues of concern became apparent as the meeting progressed.

- Patients would like the telephone to be answered more swiftly.
- It was suggested that an email address posted on the website would save phone calls for patients and staff. More use made of website
- They also thought it might be useful to have a current list of services which we offer on display in reception. Those who have been registered for some time are not aware of updates.
- A quarterly newsletter was also suggested.
- With regard to clinical care one patient requested more input with regard to follow up on hospital letters if tests are needed (eg if been to hospital discussion after)
- Another patient was unsure how to acquire replacement stockings as prescribed by KCH.
- Another patient wondered if we would consider an exercise class for the elderly (for a fee of course) and a continuing request occurred yet again for either a chiropodist or toe nail cutting service.