

Ashville Medical Practice Patient Reference Group Agenda

26th April

Location: Ashville Medical Practice Conference Room

Attendees: Mel Jones (Practice Manager)
Ruth Nowodny (Administrator)
Patient Reference Group Members

Agenda Items

1. Actions Update

- Update on actions from previous meeting
- Update on actions from patient reference group report

2. Practice News

3. Appointments

4. Practice Website

5. Priorities for next patient survey

- Opening times
- Ability to be seen quickly
- Ability to book ahead
- Telephone answering
- Experience and treatment of service received (overall satisfaction)

6. Positive Feedback

7. AOB