

Minutes of Bethesda Patient Reference Group Meeting

20 November 2013

Held at Darwin Court

Apologies: 5 Members

Present: 6 Members, Sue Clarke, Rachael Cousins,

Patient Questionnaire 2013

The purpose of this Interim meeting was to discuss this years. Patient Questionnaire .Following the meeting on 13 October, Rachael adjusted last year's questionnaire with the suggestions that had been made and a copy was circulated to the members to have a look at prior to the meeting.

All those present agreed that this questionnaire was a lot more user friendly and not as complicated as previous questionnaires.

A couple more changes were recommended by the group and agreed.

Question 13 should be moved into the first box as it is with reference to the GP.

Question 8 would be better following question 3 so will be changed to question 4.

Question 10 change the answer boxes to Yes and No.

In the section to make patients aware of surgery services add Yes and No boxes.

In PWG section add that we are particularly seeking patients to join the group in 18-30 age group, Eastern European patients, patients with children. xxx said she has been trying to get xxx from St Pauls church to join the group

Action: Rachael to make the changes

It was agreed that the questionnaire would be on the website and xxxx would have some to give to patients in Darwin Court. It was suggested that a notice was put on the plasma screen to inform patients when the questionnaire was being done .xxxx also asked for a notice to go on the

Notice board in Darwin Court. Another suggestion was to advertise it in the local newspapers. **Action** : Rachael to investigate costs of newspaper advertisement and do poster for Darwin Court

It was agreed that the questionnaire would take place during weeks commencing 9th and 16th December. 6 members all said that they would help with this and would let Sue have their availability. **Action** : Sue to collate dates and draw up a rota

The next meeting date was set for Wednesday 15th January 2014 at 10.30am at Darwin Court. **Action** : xxxx to book the room

Mission Statement

“Good Communication “