**MCKENZIE GROUP PRACTICE**

**ACTION PLAN VIA PATIENT GROUP**

**Wednesday 3rd October 2012**

* All present were happy with the changes made to the new questionnaire and agreed that this was the final version they wished to be used when we carry out this survey.
* It was agreed to aim the questionnaire towards 1’000 patients over a six week period once new telephone system was installed and Dr’s first, approx. 4 – 6 weeks after.
* To collate results before the next group meeting
* Group requested to know length of time that was left for out of hours contract
* Items for Practice manager to take forward to commissioning
* The group agreed that the main areas of concern from the results of the patient’s questionnaire have been identified by the practice and the practice is currently taking steps to improve these.