

- Patient information leaflets: currently being updated by King's Mill Hospital
4. Patient Questionnaire: Members of group conducted survey among patients. Summary of responses handed to members and discussed. (See Appendix A attached). Main areas highlighted were :
- Appointment system. Jill explained how the system worked (See Appendix B attached) with members being asked to ring surgery on any day to test the system and/or to make a note of any queries for Jill to respond to.
 - Query line: it was felt the wording should be changed to 'for any other queries please press option 4'.
5. Any Other Business:
- Noticeboard: Draft of noticeboard showing clinicians on duty each day, felt that background and lettering could be altered to aid partially sighted.