



ST PETERS SURGERY

Patient Reference Group

Minutes from the meeting which took place on the 09/02/2011 at the Council Chambers,
Pierremont Hall, Broadstairs

Attendees: Hannah Price (Citizen Engagement Manager E&C Kent PCT), Margaret Seager (Practice Manager), Richard Beckwith (Kent Link), Tony (Kent Link) & 23 Patients of St Peters Surgery

Welcome & Introductions – Hannah Price

Hannah welcomed everyone and introduced herself, Margaret and Richard

An Overview of St Peters Surgery – Margaret Seager

Margaret provided a snapshot of the surgery and quick overview

Patient Involvement – Hannah Price

Hannah explained that the meetings are not a forum to voice formal complaints or grievances. Complaints need to be handled via the complaints process at the surgery or via the official complaints procedure at the Primary Care Trust. Patient reference group members are recruited to represent the wider views of patients registered at St Peter's Surgery, not solely the views of the individual. Patients and carers and their future care and treatment by the surgery/the NHS will not be affected by their involvement in this piece of work.

Practice Based Commissioning

Margaret explained that the practice is part of the Thanet Consortium and gave a brief overview of practice based commissioning

Q&A – Hannah Price/Margaret Seager

Margaret and Hannah answered patients queries and questions

Aims & Objectives Patient Focus Group – Hannah Price

Hannah explained the aims and objectives of the patient focus group

Terms of Reference – Hannah Price

Hannah explained the terms of reference

1st Formal Meeting (date, time, location)

To be advised

Sign up to Group and Close

Patients were invited to sign up to the group by completing the sign up forms and handing them into Margaret

