



ST PETERS SURGERY

Patient Focus Group 13/04/2011

Minutes from the meeting which took place on the 13/04/2011 at the Council Chambers,
Pierremont Hall, Broadstairs

Attendees: 12 Patients of St Peters Surgery, Margaret Seager (Practice Manager),
Apologies: J Sterndale

Welcome

Maggie thanked everyone for coming along to the meeting and introduced herself and her background

Members Introductions

- Bobby Cheeseman – Has been with the practice for some time
Skills - Dental Nurse, Social Worker, Child Protection
- Ted Cheeseman – Has been with Dr Cunard for some time and was supported by Dr Cunard when they went of to provide voluntary work in Nepal
Skills – Microbiologist, drug discovery, supporting adults with learning difficulties, HR role and Counselling
- David Shaw – Been with the practice for 18 years or more has moved around the country
Skills – Education, Head Teacher, General Manager Charity, Fostering- Foster Carers, Trustee Charity, Education support Early years, Involved with the Church, Chairman, involved with building Church Hall
- Bernard McGeorge – Theology, currently a Chaplain at QEQM Hospital, formerly a School Governor
- Hazel Coles – has worked at Lanthorne Hospital working with the Mentally handicapped, Nursing Auxiliary at QEQM hospital Out Patients Department
- Mary Bridges – has lived in St Peters for 64 years, previously a Matron at Wellesley, Chair South Guild and bell ringer
- Joyce Miller – moved from Cheshire and has been here for 7 years. Previously worked in Occupational Therapy

- Roy Coles – came to Thanet via Oxford, previously worked for the Health Service for several years, lay member for the PCG, PTA
- Arthur Walkiden – Spent life working for the Railway, been with the practice for 22 years – plays bowls and voluntary worker at the Hospice
- Jan Branderick – worked at Marks & Spencer until 1992, then worked as a Health Visitor assistant for 4 years and trained as a Nursery Nurse, worked for KCC at Newington School as Family Liaison Officer, Worked with Social Services as HCA, Child Protection Co-ordinator, Newington School Governor, enjoys playing Bowls
- Shirley Burrows – has lived in the area all her life, is Married with Children and Grandchildren, Set up Play Group, has worked in 'St Georges' Office, General Finance and Personnel skills. Volunteer at QEQM Clinical Services
- Judith Watler – has lived in the area all her life, was previously registered with the Old Dr Marshall and previous patient of Broadstairs Health Centre, but because working there as a Receptionist needed to register elsewhere. Worked for the Seaboard, her daughter is a nurse
- Jennifer Sterndale – Qualifications Teachers Certificate of Education, B.A. History and Education, Teacher until married, Medical Research Council, Justice of the Peace, Magistrate and now on supplemental list, Member of the Maternity Liaison Committee, Member of Mental Health Committee, NHS representative on the Governing Body of Foreland School for special needs. Governor of St Stephens College, Independent Lay Chairman of the Standards Committee TDC, Chairman of the Kent & Medway Liaison Group for Independent lay members, Assistant Guide at Canterbury Cathedral

The following items were discussed

- Chair Person – need to have someone in control of meeting to ensure focus
- Name of the Group – Patient Focus Group
- Next Meeting – 6.30 at the surgery, date to be decided, suggestion on Educational half day Maggie to contact group members with some suggested dates
- Discussion around Practice Survey results
 - Waiting Room Notices – to be changed regularly as patients don't read them
 - Pre-booked appointments – not all patients aware of the facility, how we can ensure patients are notified of this, patient leaflet, notices, booking forms
 - Appointment system – suggestion of Hot Desking so that the practice can employ another GP, Clinician
 - Practice Opening times – suggestion Open at 8.00 am when telephones go over from out of hours service

Next Meeting

Agenda

Item 1 – Terms of Reference

Item 2 – Appointment service – capacity and demand audit review

Item 3 – Practice Leaflet – discussion around format and ideas for future

Item 4 – Draft Patient Survey – for discussion/decision

Item 5 – Practice Telephone number – 08 number and cost to patient

Minutes agreed.....

Sign off

Date.....