

Patient Focus Group.

22 July 2011

Attendees

Bobby Cheesman, Ted Cheesman, David Shaw, Hazel Coles Joyce Miller, Roy Coles, Jan Brandrick.

Judith Watler, Jennifer Sterndale, Practice Manager Margaret Seager.

Apologies.

Shirley Burrows, Arthur Walkiden, Mary Bridges, Bernard McGeorge

The minutes of the last meeting were discussed matters arising from these were;

Focus Group

Patients of the St Peters Surgery to be made more aware of the group and its function.

A board to be placed on the wall in the waiting room with information about the group, and possible names of the representatives of the focus group.

(It was felt that there should be further discussion about this at another meeting.)

Hot Desking.

This has been discussed with the GP practitioners and it was felt that this would not be feasible due to lack of space and the hours already worked at the surgery.

Opening Times.

This is still be monitored by the Practice Manager and will be discussed once all the information is collated.

Agenda for meeting Wednesday 22nd June 2011.

Item 1. Terms of Reference.

- Group to meet every 2 months.

At least 6 patient representatives at meetings

Minutes and Chairing of Meeting to be in rotation

Notice board for group to be placed in waiting room

How best to represent patient's views (a sub committee is to be set up for this)

Item 2. Appointment service-capacity and demand audit review

Audit completed by Practice Manager

Audit to be reviewed in September 2011

To look at how we can use best practice to inform patients of appointment times, e.g.; extended hours, pre- booked appointments etc

Using email-texts- information printed on prescription forms.

Reception staff to continue to advise patients what appointment service is available.

To look at demand and capacity.

Item 3. Practice Leaflets-discussion around format ideas for future.

- Practice Leaflet given to group members.

All new patients are provided with these leaflets.

Ways to ensure each patient of the surgery has access to these leaflets.

Leaflets to be attached to correspondence to patients for e.g.-flu jabs etc.

Web site to be updated with this information (P/M to speak with web publishers)

Suggestions for any changes to be discussed at next meeting

Item 4. Draft Patient Survey-for discussion/decision.

- National survey details given to group members.

474 sent out 44% returned with data

New survey sheet to be sent out in the autumn.

Information from the surveys is also used by the GP's for personal development.

Existing survey form to be discussed at next group meeting.

Item 5. Practice Telephone number -08 and cost to patient.

- 08 number for patients proving very expensive (approx 17p a minute by some providers)

Patients have to keep redialling to make appointments early morning.

Present phone system lease ends in May 2012. Practice to look at different provision.

Possible increase in lines in and out of practice.

Possible fibre optic lines to be offered by the PCT

Before the meeting was closed Ted Cheesman identified, that perhaps with the heavier workload that the new Focus Group has put on Margaret, would volunteers offer to assist Margaret in any way she felt appropriate (photocopying/gathering information etc)

Margaret agreed that would be very helpful and she thanked everyone for this offer.

Next Meeting.

Date: 25th August 2011

Time: 6.30pm.

Venue: St Peters Surgery.