

St Peters Surgery Patient Focus Group.		25 th August 2011.[Date]	
		6.30pm.[Time]	
		St Peters Surgery.[Location]	
Facilitator:	MARGARET SEAGER (Practice Manager)	Note taker:	Jan Brandrick
Attendees:	A. Walkiden .D.Shaw.M.Bridges.B. Cheesman.B.McGeorge.J. Sterndale. Apologies. J. Miller. T.Cheesman.R&H Coles.		
Please read:			
Please bring:			
<i>Meeting notes</i>			
Agenda item:	Notice Board and Opening Times	Presenter:	
Discussion:	<p>A board is to be placed in the surgery waiting room giving details of the newly formed Patient Focus Group, with names of the patients representative, and dates of the next meeting.</p> <p>A possible change of opening times to 8am (some staff shortages so difficulty in implementing this sooner)</p>		
Conclusions:			
<p>It has been agreed that the representatives names would be included, and how patients could contact them for further information on how the group can achieve positive liaison between patients, staff and GP's.</p> <p>Once new times have been confirmed this will be added to the surgery leaflet, and also put onto the new PFG notice board in waiting room.</p>			
Action items		Person responsible	Deadline
Board to be purchased before next meeting.		M. Seager.	
✓			
✓			
Agenda item:	.Sub committee.	Presenter:	B. Cheesman and J. Sterndale.
Discussion:			
<p>A short presentation was given by both B. Cheesman and J. Sterndale on how they have visited various groups eg; (Mother and Toddler's) where they were able to gain a more holistic view from mothers/carers of the surgery.</p> <p>Also how best to achieve reaching all age areas of patients views within the St Peters Surgery.</p> <p>Waiting times for patients.</p>			
Conclusions:			
<p>How to help address waiting times;</p> <p>Informing patients at the time of making the appointment of possible delays.</p> <p>Texts to patients if waiting time has increased, (Difficulty of parents with young children)</p> <p>Questionnaire to be given out /representative from group to be in surgery for help and support with this.</p>			

Action items	Person responsible	Deadline
✓ Possible questionnaire for 16+	B. Cheeseman and J.Sterdale to continue to look at best practices.	
✓ New leaflets to be made available giving information for new patients.	M. Seager	
✓ Use of notice board to highlight any new issues or information for all patients.	PFG representative / M. Seager.	
<i>Other Information</i>		
	<p><u>Discussion held on patient survey GPAQ.</u> .Approx 100 leaflets to be given to patients when visiting surgery/possible postal survey. Look at copy shop for pricing for continued leaflets. Targeting different age groups for survey. Use of website.</p> <p><u>Patient Newsletter.</u> To be reintroduced. Suggestions from PFG for inclusion in newsletter.. To keep content on one side of A4 paper. Leaflets holders for newsletter in surgery waiting room.</p>	
A.O.B.		
Practice Manager still in discussion with phone companies /PCT re 08 numbers.		
Resources:		
Next Meeting	Thursday 20 th October at 6.30pm. St Peters Surgery, Oaklands Ave.	

