

<b>St Peters Surgery Patient Focus Group.</b>		Date 12 <sup>th</sup> July 2012	
		Time 6.30pm.	
		St Peters Surgery	
<b>Facilitator:</b>	B. McGeorge	<b>Note taker:</b>	Jan Brandrick
<b>Attendees:</b>	Bernard McGeorge, Bobby and Ted Cheeseman. D. Shaw. J. Sterndale. Welcome to new member Richard Symonds.		
	M. Seager(Practice Manager)		
<b>Please read:</b>	Apologies. A Walkiden. J.Watler. M.Bridges. S Burrows.		
<b>Please bring:</b>			
<b><i>Meeting notes</i></b>			
<b>Agenda item:</b>	Notes of last Meeting	<b>Presenter:</b>	B. McGeorge
<b>Discussion:</b>	Notes of last meeting discussed 26/04/12. and agreed.		
<b>Conclusions:</b>	Notes agreed		
<b>Action items</b>	Remove D Shaw from attendance list	<b>Person responsible</b>	<b>Deadline</b>
		M Seager	
<b>Agenda item:</b>	.Young Persons Questionnaire for Agreement.	<b>Presenter:</b>	M. Seager.
<b>Discussion:</b>	Questionnaire circulated to group members, for discussion and approval, All agreed on format thought to be non-confrontational. Suggestion box to be made available for completed forms in surgery waiting room.		
<b>Conclusions:</b>	To revise and completion date for return of forms back to surgery March 2013.		
<b>Action items</b>		<b>Person responsible</b>	<b>Deadline</b>
	Revision of wording on form.	M. Seager	01/03/13
	Suggestion box for completed forms to be made available in waiting room.		

<b>Agenda item:</b>	<b>Pictorial Posters.</b>	<b>Presenter:</b>	<b>T Cheeseman.</b>
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**Discussion:**

Ted had designed posters to make patients aware of the PPG.  
 Three posters for discussion were passed around group.

<b>Conclusions:</b>	
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To make posters as pictorial as possible.  
 To place posters in waiting room,  
 Possible move of FFG board to facilitate these.  
 To add to information screen in waiting room.

Action items	Person rponsible	Deadline
Practice Manager to oversee	M. Seager.	

<b>Agenda item:</b>	<b>Telephone System.</b>	<b>Presenter:</b>	<b>M. Seager.</b>
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**Discussion:**

**New phone system installed.**

1. **Appointments.**
2. **Secretary.**
3. **Practice Manager.**
4. **Reception.**

**Conclusions**

To seek response from group.  
 Response from patients on PPG board.  
 To be attached to prescriptions when given out to patients.

Action items	Person responsible	Deadline
Practice Manager to check voice-mail calls.	M Seager.	

<b>Agenda item:</b>	<b>Surgery Appointments</b>	<b>Presenter:</b>	
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**Discussion:** **Concern was raised by group that when GP requests patient to see him/her again they are unable to pre-book appointments in advance but advised to ring on the day.**

**Conclusions:**

Practice Nurse would alert reception staff for importance for pre-booked appointment as needed.  
 Difficulty in matching demands for appointments due to high volume of requests.

Action items	Person responsible	Deadline
Reception staff to be aware and to offer help/ advice if necessary .	M Seager	

<b>Agenda item:</b>	Local Changes in Primary and Secondary Care.	<b>Presenter:</b>	M Seager.
<b>Discussion:</b>			
<p>Concerns raised over Broadstairs Health Centre - Concordia.  Lack of regular GP's at this surgery.  Impact on Oaklands Surgery for new patient requests.  Oaklands surgery list is still open (although it was felt over subscribed)  40 new patients accepted monthly.  Transient population, new patient checks- added work for surgery staff.</p>			
<b>Conclusions:</b>			
<p>Thanet local health watch  Ensure services match needs of patients.</p>			
<b>Action items</b>		<b>Person responsible</b>	<b>Deadline</b>
Allan Stibbs is to be asked to attend a group meeting to give information to changes.		M. Seager	
<b>Agenda item:</b>	Quality and Outcomes Framework +	<b>Presenter:</b>	M Seager
<b>Discussion:</b>			
<p>To continue to working towards  Appropriate A&amp;E Admissions.  Appropriate A&amp;E Attendances.  Appropriate Referrals.</p>			
<b>Conclusions:</b>			
<p>To offer more health checks for patients.  Groups to monitor blood pressure -heart checks etc.</p>			
<b>Action items</b>		<b>Person responsible</b>	<b>Deadline</b>
Able to review score on web site for GP surgery.			
<b>Agenda item:</b>	A&E Attendances. The urgent care project.	<b>Presenter:</b>	M. Seager
<b>Discussion:</b>			
<p>Looking at number of A&amp;E attendances.  Addressing Inappropriate use of attending A&amp;E.  Use of posters to make patient aware of appropriate use of this service to be put into surgery waiting rooms.  Discussion around what constitutes an emergency for individual patients.</p>			
<b>Conclusions:</b>			

Contact patients to discuss alternatives to A&E where other services may have been more appropriate  
 Patients contact South East Health the Out of Hours Provider. (GP pays into this service)

Action items	Person responsible	Deadline
Practice Manager still in discussion with this project.	M. Seager	

**Agenda item:** GPAQ Practice Questionnaire. **Presenter:** M. Seager

**Discussion:**  
 GPAQ Questionnaire to be sent out during September 2012  
 Assessment on how surgery is run and what it achieves.  
 Services offered by surgery.

**Conclusions:**

Action items	Person responsible	Deadline
✓ 50 questionnaires for each GP.. ✓ Information be gathered on spreadsheets and report to be issued on results	M. Seager	

***Other Information***

**A.O.B.**

**Parking.**  
 M.Seager passed to the group a copy of the letter received from KCC Highways after requesting advice on possible restrictions for parking outside the surgery.  
 KCC are currently only funding works that are deemed safety critical and at this present time they are unable to fund a request to ease the problem and will continue to monitor the safety record in the area.

**Repeat Prescriptions.**  
 Could a record of when repeat prescriptions are asked for be put on a web site  
 New system to be installed at surgery for electronic prescribing Broadstairs in the next wave of implementation  
 Still to be reviewed by surgery.

**Educational Half Days.**  
 To make patients aware in advance of these days.  
 Posters in waiting room and on entrance door  
 Dates of the Educational half day to be notified to patients via right side of repeat prescriptions

**PPG Feed Back Survey Form.**

Form given to each member of group to be completed and returned by 30<sup>th</sup> Sept 2012.

**Change of time of meetings.**

A request was made to change the time of the meetings from 6.30 to 6.00pm. This was found to be difficult for some members so it was decided to remain at 6.30pm and to review at a later stage.

<b>Resources:</b>	
<b>Next Meeting</b>	September 27 <sup>th</sup> at 6.30pm. B. Cheeseman to Chair.