

## **ST PETERS SURGERY FOCUS GROUP.**

**MINUTES OF MEETING HELD ON WEDNESDAY 19TH NOVEMBER 2014 AT 6.30PM.**

### **WELCOME AND APOLOGIES.**

**CHAIRPERSON BERNARD GEORGE.**

#### **ATTENDEES**

**B&T. CHEESEMAN. DAVID SHAW. D.SYMONDS.A.WALKINDEN.  
J.BRANDRICK. J.WATLER .S.BURROWS. C.MARTIN.**

**NO APOLOGIES.**

**Minutes of last meeting .Read and agreed.**

#### **1.Matters arising.**

##### **Supporting patients-volunteers.**

Corinne to liaise with Margaret Seager over outcome from previous meeting.

Consultation with CCG on this matter, it was noted that some patients would be covered by social services, also the surgery will contact patients who have not responded to flu jabs who fall within the criteria for this service.

**Corinne is to approach Dominic Carter from the CCG to rearrange a meeting with the forum group.**

##### **Broadstairs Health Centre.**

The group were informed that both practioners had declined to any move to the above centre, although the surgery is still continuing to explore larger premises, Corinne is to investigate the best person who can advise the group on this issue.

Premise arrangements to be kept on the agenda for any updates.

**C.Q.C. Is to monitor all surgeries, possible representative from patient group to be invited when the date of inspection is known.**

#### **2.Results and Review of GPAQ Patient Questionnaire.**

Excellent results from the questionnaire,

1-being the lowest score -6-being the highest.. The sugery was awarded a 6.

Ongoing comments were waiting times to see a GP, the surgery acknowledges this but it was felt that both GP's give an excellent and caring service, it will continue to address this via the message board, to encourage patients to telephone into the surgery for the waiting time before their appointment.

A short discussion on vision online appointments some difficulty in pre-booking to see a GP, Corinne to look into the availabilty.

#### **3.New Action Plan.**

As Corinne had only been in post for a few weeks she asked to be given the oppportunity to look at the last action plan and report back at the next meeting.

Three items were discussed;

Appropriate use of antibiotics.  
Information on groups eg. Smoking Cessation.  
Using text on message board for more information to patients.  
Radio in waiting room  
Overall the group felt this was not a requirement.

#### **4. Friends and Family Test.**

Information was shared with the group on the primary aims of the FFT.  
It was agreed that feedback from this would go onto the agenda for discussion at the next meeting.

#### **5.A.O.B.**

Pamphlets had been delivered from a local pharmacy giving some confusion over repeat prescription information, Corinne explained that this was just an exercise to encourage more business for this particular pharmacy.

#### **5a. Patients referred for Hearing Loss.**

A patient from the surgery was referred by the GP to Hearbase at the Spencer Wing recently through the NHS, he was seen and fitted with two hearing aids, following this appointment he was referred again to the audio dept at the QEQM for further investigation.

At this appointment the audiologist was unable to retrieve any information on his history from Hearbase and so tests to assess his hearing loss and new aids needed were made.

The service received from the QEQM was excellent and at this time another appointment has taken place and further adjustments to the hearing aids have been made.

The concerns made by the patient are the costs made by Hearbase for the surgery when no information was shared, and this was confirmed by the audiologist, also the his initial appointment with Hearbase for fitting was approx 45mins this included a hearing test, the appointment at the QEQM lasted for 2hours and a full explanation of the tests were given during this time.

**Next Meeting Wednesday February 11<sup>th</sup>.at 6.30pm.**

**Chairperson David Shaw.**