

St Peters Surgery Patient Focus Group	
Date: 6 th December 2012.	Time: 6.30pm.
Venue: St Peters Surgery	
Chairperson M. Seager.	Note Taker: J Brandrick
Attendees A. Walkiden. J.Watler. T.Cheeseman. R. Coles. D. Symonds. A welcome to a new member of the group Lorraine Williams.	
Apologies B. Cheeseman D. Shaw. H. Coles B. McGeorge. S. Burrows.	
Meeting Notes	
<u>Agenda item: Record of last Meeting.</u>	
Discussion: Feedback by A. Walkiden from the T.C.C.G Meeting held in Margate on Thursday 15 th November 2012.	
Conclusion: This raised various questions on how this would affect patients at the surgery, and how these would be prioritised once the commissioning group would take overall charge of budgets in 2013.	
Actions: Margaret explained that the training for GP's /Practice Managers would be ongoing and this would be discussed at further focus group meetings as an ongoing issue.	
Person Responsible: M. Seager /Forum Group. .	
Dead line: Ongoing.	
<u>Agenda item Patient Petition/premises .</u>	
Discussion It was felt that the petition for patients to make their concerns known in regard for larger premises was not "high profile" enough in the surgery.	
Conclusion It appears that only 60 names were on the petition at the time of this meeting. To explain the need for a 3 rd Practitioner as there are 4,600 patients at the present time with only two GP's. This would only be possible with larger premises.	
Actions Possible petition to be put onto website(GP's to be consulted)	
Person Responsible: M. Seager and Forum Group members to support with this.	
Dead line Ongoing.	
<u>Agenda item Training Days</u>	
Discussion Dates of training dates were given out to the group.	
Conclusion These to be made available in the surgery and on the website.	
Actions As above.	
Person Responsible M.Seager.	
Dead line Ongoing as dates are confirmed.	

Agenda item Community news paper to promote PFG.

Discussion : Ideas were discussed on how best we could promote the group.

Conclusion Possible newspaper coverage with pictures and also to highlight the need for larger premises.

Actions Lorraine Williams offered to take photos of group members and Margaret Seager to send to local newspaper with write up.

Person Responsible M. Seager

Dead line To discuss at next meeting.

Agenda item Vision on line services.

Discussion New provider of services for using online request for prescriptions/medical needs. Booking of appointments online. Booking on actual day to be available for GP and Blood Tests. (Not nurse practitioners)

Conclusion What % of patients would be able to access this new service .

Actions Information on website/ and in surgery.

Person Responsible M. Seager / Surgery staff.

Dead line On going.

Agenda item Patient Survey.

Discussion Each member of the group was provided with a copy of the GPAQ for 2012.

Conclusion It was felt overall this was a very positive report with good feedback from patients. One main concern noted was the waiting time to see the GP, this is being addressed by all staff where possible, but due to the high volume of patients and only two GP's who provide a caring approach to each individual patient this will continue to be an ongoing problem.

Also to accommodate a more efficient practice another phone line into the surgery is to be installed in January 2013.

Actions To be monitored.

Person Responsible M. Seager / staff.

Dead line Ongoing.

Agenda item AOB.

Discussion D. Symonds spoke to the group that the ongoing changes to the NHS could pressure GP's to use private companies to supply health care.

Conclusion:

Actions: For more details to be provided for clarity on this issue at next meeting.

Person Responsible

Dead line: Ongoing.

Next Meeting: 21st February 2013. at 6.30pm in the surgery.

A. Walkiden to Chair.