

Date:03/05/2013	Time:13.00	Venue: St Peters Surgery
Chairperson: Margaret Seager	Note Taker: Margaret Seager	
Attendees; Dr Goldberg, Dr Cunard, Roy Coles, Jan Brandrick, Shirley Burrows, Judy Watler, Bernard McGeorge, Arthur Walkiden, David Shaw, Margaret Seager		
Apologies: Ted & Bobby Cheeseman		
Meeting Notes		
Agenda item: Patient Waiting Times		
<p>Discussion: An open discussion was formed around patient waiting times at the surgery. Suggestions were made around how to best advertise when the practitioner is running late with a discussion around best use of time. Suggestions were made for placing an add on the appointment screen when patients make appointments staff to advise if your appointment falls between 10 and 12 you can always telephone the surgery to see if the practitioner is running late. Placing an advertisement to the same effect on the online booking appointment system. Advising patients that they can always call us before they leave home to see if the practitioner is running on time to save delays. Patients often will call us prior to leaving home to see how the practitioner appointment times are running. It was recognised that patient's are kept waiting for long periods of time and for those who work this can be a problem.</p>		
<p>Conclusion: To continue to inform patients of wait times, continue to offer the extended hour appointments. To make best use of communication avenues to keep patients informed.</p>		
<p>Actions: Staff to continue to offer support to patients when the practitioners appointment times are not running to schedule</p>		
<p>Person Responsible: Practice Manager – Margaret Seager</p>		
<p>Dead line : ongoing</p>		
Agenda item: Speaking to Doctor or Nurse over the telephone		
<p>Discussion: A discussion was formed around patients being able to speak to a doctor or nurse over the telephone. Following the results of our recent patient survey this is an area which was identified as a cause for concern. An open discussion was formed around the times the practitioners are available to take calls and the message book system.</p>		
<p>Conclusion: To ensure patients are informed of the available service i.e. able to talk to the practitioner or nurse over the telephone</p>		
<p>Actions: To inform patients of the service via the patient call system, practice leaflet, practice website & patient notice board</p>		
<p>Person Responsible: Practice Manager – Margaret Seager</p>		
<p>Dead line: Ongoing</p>		

Agenda item: Premises
Discussion: The practice premises is no longer fit for purpose and for some time now the practitioners have been looking for new premises. A discussion was formed around why the site found at Vere Road located off of Broadstairs high street did not go ahead; with objections from local businesses, shops and residents objecting to parking and to the position of the proposed premises. An open discussion was made around why the practice has been unsuccessful in expanding the current premises with suggestions made for possible sites such as Alicia House
Conclusion: The practice will continue to look for new practice premises
Actions: David: Shaw will speak to the owners of Alicia House
Person Responsible: Practice Manager – Margaret Seager
Dead line: Ongoing
Agenda item: Patient Focus Group – Is the group proving useful
Discussion: Shirley asked if the practitioners found the group of any use and was there anything that the practitioners would like the group to be doing other than that they are already doing. It was agreed that it is important for the practice to recognise and understand the needs of the patients, for patients to have a voice around the service that the practice is delivering. For practitioners and patients to come together to try to resolve any issues around service delivery which can be quite difficult with the problems of space. It is also important for patients to have their say with the wider area of NHS care and service delivery within Thanet and East Kent.
Conclusion: Patient Focus Group has been very useful and continues to provide a means for improvements with service delivery at both practice level and the wider area of Thanet and East Kent
Actions: Continue with the Patient Focus Group and commitment from the practice
Person Responsible: all Focus Group Members
Dead line: Ongoing
Agenda item: Paving – parking issues and road use
Discussion: Jan asked if the practitioners had any more thoughts about paving the front garden to help alleviate the parking in the road so that staff and practitioners could park off the road which would help residents pulling out of the road opposite in their cars.
Conclusion: Consideration and discussion with the practitioners
Actions; Dependant of funding budget, agreement TDC and CCG
Person Responsible: Practice Manager
Dead line: Ongoing