

St Peter's Surgery Focus Group

Notes of the meeting held on 23rd September 2015

Attendees: Chairperson- David Shaw; Corinne; Jan; Bobby; Ted

Apologies: Dorothy; Seth; Shirley

Thanks given to Jan for having been the minute taker. Ted to take notes on this occasion.

1)Notes from last meeting:

accepted as accurate. No issues.

2)Questionnaire for staff and patients:

Jan with Ted and Corinne will structure a new questionnaire. Meeting-9th Oct at 2pm, surgery.

3)New Action Plan: accepted, no issues. Corinne is looking at possibility of Coronary Heart Disease clinic.

4)Audiology battery update: David received a response to his letter. Still leaving issues to be resolved. David to contact Gerald Bassett via Corinne.

5)Surgery cleaning Feedback: A new cleaner firm is now working in the surgery. Feedback on cleanliness and efficiency will be appreciated.

6)Capital Bid Funding: There are plans to update the reception area, being pursued by Corinne.

Bobby asked if a conservatory in the 'dead space' behind the practice building could be considered. This could be looked into while integrating with the Reception changes.

7)A.O.B.:

Size of the Forum membership: Could the GPs ask patients if they would join the forum. Could we produce information Postcards. Corinne to follow-up.

Should staff have name badges?: Discussion seemed to result in a positive response. Again Corinne to follow-up.

Should GPs attend Forum meetings?: Feeling was that it would be a good idea for each to attend once a year. Again, Corinne to check out feelings on this.

Should we try an Open Surgery?: Discussion did not come to a definite conclusion on the topic.

Next meeting: 8th December. Ted to Chair.