

ST PETER'S SURGERY FOCUS GROUP

Notes of the meeting held on 8th December 2015

People Attending: Bobby & Ted Cheeseman, Corinne, David Shaw, Janet Brandrick, Shirley Burrows, Seth Proctor, Dorothy Rolls, Richard Symonds

No Apologies

Minutes of last meeting read and agreed.

Matters Arising

Questionnaire for Staff and Patients

Staff: 6 replies

Working conditions and Patient interaction main concerns

It was suggested that the staff be given training in conflict situations. Corinne said it might be able to included in the next in-house training.

Patients

Getting appointments and waiting times main concerns

Walk in surgery 43% yes - 57% no

Vision on line

Some use it and find it good others find it a problem. There are still problems with the service, but it should be sorted out soon

Patients questioned don't visit A & E instead of Surgery

Satisfaction with Surgery 50% fully, 38% satisfied, 10% reasonable

Seth proposed a vote of thanks to Ted, Janet and Corinne for their hard work

4. Patient Group Meeting

David attended the meeting. There were very few representative groups. He felt it was very NHS orientated and not slanted towards the people from the Patient Groups. There is another meeting shortly which he will attend with Richard Symonds.

5. Audiology

The question was put to the CCG as to whether the surgery could issue replacement batteries. Corinne read out an email received from Gerald Bassett to the effect that the surgery would have to fund it.

6. Capital Bid Funding

The reception area is going to be remodelled in the New Year. This should make the working conditions for the staff much better, Also it was suggested by that the practice should apply again to extend at the rear of the property.

Any Other Business

Corinne has spoke to the GPs and they have agreed to attend twice year.

Patient Budgets

Dorothy has just attended a meeting where Patient Budgets were discussed as they will shortly be implemented in this area.

6 catergories of patient are to be given personal budgets that they can utilize to improve their welfare.

Next meeting: 15th March 2016