

St Peters Surgery Patient Focus Group	
Date: Thursday 21st November 2013	Time: 6.30pm
Venue: St Peters Surgery	
Chairperson Seth Proctor.	Note Taker J. Brandrick
Attendees: Ted and Bobby Cheeseman .A Walkiden. J.Watler S Burrows David Shaw R Symonds. M Seager	
Apologies: B. Mc George. E Carlton.	
Meeting Notes	
<u>Agenda item: Record of last meeting 08/08/13</u>	
Conclusion: Taken as Read.	
Actions: No further actions.	
Person Responsible:	
Dead line :	
<u>Agenda item: PATIENT QUESTIONNAIRE .GPAQ SURVEY RESULTS</u>	
Discussion: Following the distribution of 100 surveys within the practice during September information was collated and a summary report was presented to the meeting.	
Conclusion: Information on the scores reached was discussed at length, this survey being used to improve care within the practice. Also to make a comparison against bench marks given.	
Actions: Following discussions various points were raised: How we can improve % on bench marks. Changes of wording on the next questionnaire. Presentation and context of questions for the next survey. Overall the group felt that the survey was positive in most aspects of the surgery and the care of patients. Points arising from this addressed at item 3 on the agenda, action plan for the next 2 years.	
Person M. Seager. Forum Group. Gaps.	
Dead line Ongoing.	
<u>Agenda item: NEXT 2 YEAR ACTION PLAN</u>	
Discussion: Points picked up from the survey; Waiting times to see GP. Waiting to get through to surgery by phone. Again overall the group felt the responses from patients were fairly positive, and how we could try to improve on certain issues. Some patients had felt that a Saturday surgery could be available. More information for the service by phone to speak to a GP, and possibly the use of nurses to offer information.	

Better information sharing of the above.

Patient's ability to pre book appointments and the service of the Vision online to be advertised more in surgery as this was felt not high enough priority given for this service offered to patients.

To obtain data for waiting times to see GP's, Margaret to obtain this information.

Possible Triage by clinical nurse (Discussion to be made with GP's and patients.)

Patient responsibility to phone in for waiting times for appointments made.

Larger premises.

Use of ground at the front of surgery for GP and staff parking.

Conclusion: All items above to be discussed and actions taken where possible over the next two years.

Person Responsible: M. Seager. GP's. Forum Group.

Dead line

Ongoing.

Agenda item: PATIENT FOCUS GROUP INDEPENDENCE

Discussion:

The group felt that they wanted the dynamics of the group to remain the same.

Having a "rotating chairperson" for each meeting which would be finalised at the previous meeting.

Difficulty in how group members could help and support Margaret in some matters.

For Margaret to continue to delegate to members where possible.

The group were also made aware of CQC (Care Quality Commission) who will be performing an inspection of the surgery at some time in the future and would wish to speak to a member 'chairperson' of the group.

Conclusion: For the chairperson of each meeting to liaise before meetings to set the agenda. With Margaret.

Person Responsible: Chairperson. M. Seager.

Dead line

Ongoing.

Agenda item: A.O.B.

Discussion:

Criteria for Aorta check to be presented at next meeting.

Changing facilities for babies/small children.

Explanation of named GP for over 75s.

Information given by Seth on the SHED project and its connection with health and the CCG.

Conclusion: For continued working of group with Margaret.

Actions: As above.

Person Responsible M. Seager. PFG.

Dead line

Agenda item

NEXT MEETING.

WEDNESDAY 12TH MARCH 2014. (PLEASE NOTE CHANGE OF DAY FROM THURSDAY TO WEDNESDAY. AT 6.30pm.

CHAIRPERSON. DAVID SHAW.