

St Peters Surgery Patient Focus Group.

Date 16th February 2012

Time 6.30pm.

St Peters Surgery

Facilitator:

Margaret Seager. (Practice Manager)

Note taker:

Jan Brandrick

Attendees:

Chairperson for this meeting J. Sterndale. S. Burrows. A. Walkinden. B. Cheeseman. D. Shaw. J. Brandrick. J. Miller. Apologies. R&H Coles. M. Bridges. T. Cheeseman. J. Watler.

Please read:

Please bring:

Meeting minutes.

Agenda item:

Patient Survey.

Presenter:

J. Sterndale.

Discussion:

The Patient Survey was circulated in October, this included handing out to patients in the waiting room, and website. The results of responses from patients are to be collated and sent via a template constructed by T. Cheeseman to be analysed.

Some of the responses received highlighted the following;

Waiting time for patients.

Advance bookings.

Limited space for surgery.

Phoning for appointments.

Conclusions:

Action plan and full report to be circulated and posted on notice board and website

Action items

Person responsible

Deadline

For this to be an ongoing item on the agenda.

Focus Group.

Agenda item:

.Addition to notice board – requesting interest in being a member of the focus group.

Presenter:

Margaret Seager

Discussion:

It was felt by the members that it would be advantageous in trying to attract new and younger members to the group, although it was noted that as many younger people work or have family commitments it may be difficult for them to attend meetings.

Conclusions:			
To place this request on the Focus group board in the waiting room.			
Action items		Person responsible	Deadline
As above.		Focus Group.	
Agenda item:	Young Persons Questionnaire	Presenter:	Margaret Seager
Discussion:			

Ted Cheeseman has started to put together a questionnaire which would be user friendly for the younger patients of the surgery.

Conclusions:			
Once the questionnaire is completed it will be discussed at the next meeting . It was felt that there were various issues that would need to have careful consideration including safety and confidentiality before being sent out or put onto the website.			
Action items		Person responsible	Deadline
Questionnaire to be available for group discussion		Focus group.	
Agenda item:	Group members report on the Link.	Presenter:	Margaret Seager
Discussion:	It was agreed that there was a lot of information shared on the website from LINK which although gave useful information, was not always user friendly for our group. Most of the meetings are held in Maidstone and in the evenings which was difficult for members to attend from this area.		
Conclusions			
Possible link in with other focus groups from this area, to allow us to share ideas and information.			
Action items	Margaret to investigate with other Practice Managers.	Person responsible	Deadline
		Margaret Seager.	

Agenda item:	Surgery Update.	Presenter:	Margaret Seager.
Discussion:	Telephone system – still to be fully explored. Possible 8 am entry to surgery. End of year reports. Looking for alternative premises within the Broadstairs and St Peters area.		
Conclusions:			
All above items to be ongoing at next meeting.			
Action items		Person responsible	Deadline
To be discussed by Practice Manager		Margaret Seager	
<i>Other Information</i>			
A.O.B.	Parking outside of the surgery at peak times can be difficult for access by the local residents, making turning into and pulling out of adjacent road dangerous. Possible road markings to allow a “clear area”. Margaret to investigate also advice from local P.S.C.O to help congestion.		
Resources:			
Next Meeting	The next meeting is Thursday 26 th April at the surgery. Time 6.30pm. Ted Cheeseman to Chair.		