

St Peters Surgery Patient Focus Group.

Date 26th April 2012

Time 6.30pm.

St Peters Surgery

Facilitator: Margaret Seager. (Practice Manager) **Note taker:** Margaret Seager

Attendees: Chairperson for this meeting T. Cheeseman, B. Cheeseman, A. Walkinden, B McGeorge, J. Watler. S. Burrows

Apologies: J. Brandrick, R. Coles, H Coles, J. Sterndale, Sexual Health Outreach Nurse

Please read:

Please bring:

Meeting Notes

Agenda item: 1 Notes of last meeting **Presenter:** T. Cheeseman

Discussion:

Notes last meeting 16/02/212 discussed – B.M felt the notes were clear and concise
Suggestion of notes and pages being numbered in future – for ease of reference

Conclusions:

Agreed

Action items	Person responsible	Deadline
1. Alert note taker	M Seager	As from 26/4/12

Agenda item: 2 Young Persons Questionnaire **Presenter:** Ted Cheeseman

Discussion:

The questionnaire devised by the Sexual Health Team was more orientated towards Sexual Health

Concerns were raised around

- Target ages
- Parental responsibility
- Confidentiality

A.W Suggested an additional note at the bottom of the questionnaire saying 'if you want to take this home to discuss with your parents' as a way round parent involvement

T.C suggested that the questionnaire should reflect the response we want to know about the services

Conclusions:

- To devise a questionnaire around the responses we require around our services for young people

- Questionnaire to be kept to one page

- Question responses to be in the format of
Very easy
Fairly easy
Not easy
Difficult etc
- Rather than just yes or no format

Action items	Person responsible	Deadline
1. To Devise a questionnaire utilising the First attempt questionnaire	Margaret Seager	Prior to next
2. To circulate the questionnaire prior to the next meeting for discussion and approval		Meeting
3.		

Agenda item: 3	Sharing of Information	Presenter:	Ted Cheeseman
Discussion:	<p>A discussion was formed around sharing of information and how best to attract new members to the group</p> <ul style="list-style-type: none"> • Attracting members of all ages • Use of notice board – ? People reading them 		

A.W. informed the group that he had been chatting to a patient whilst waiting for the meeting to start which had been beneficial as a number of issues were raised, patient focus group membership, waiting times, telephone, appointments, call board

Conclusions:	<ul style="list-style-type: none"> • Talking to patients can be beneficial – and may attract new members • Targeting specific patient groups – news letter, website • Devising questionnaire for specific disease areas as a way of encouraging patients to join the group • Notice board – Develop posters to attract new members • Making best use of the patient waiting area – focal point
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Action items	Person responsible	Deadline
• Devise and use Pictorial Posters rather than written to attract attention	Ted Cheeseman Margaret Seager	
• Replace the posters on the Patient Focus Group board with sharp pictorial notices to attract new members	Ted Cheeseman Margaret Seager	
• Regular review of posters/notices	Margaret Seager	

Agenda item: 4	Telephone system	Presenter:	Margaret Seager
Discussion:	<p>The practice will be changing its telephone system next month, May 2012, the contract is about to be signed by the practitioners once the details have been finalised. Once a date has been advised the practice will need to ensure patients are advised of the new number. The telephone number will change back to a local 01843 number . The system will utilise an auto-attendant where patients will be given an option to choose who they wish to talk to given that we are a small practice there will be only a few options. The number of lines will be increased to allowing more patient access to the appointment system. A dedicated line will be allocated for the practitioners to call out on, thus improving the service to patients who require telephone consultation or urgent advice. Voicemail allowing patients to leave messages for the secretary or Practice Manager</p>		

Conclusions	Alert patients via <ul style="list-style-type: none"> • Message on the 08444 number alerting patients to the change of number for 1year • Posters to be placed at entrance of the premises alerting patients of the change • Advertisement in the local papers • Use of the right side of repeat prescriptions • Website – to alert patients of the change • Call board message • Newsletter
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Action items	Person responsible	Deadline
1. Devise Poster	Margaret Seager	ASP
2. Contact Local newspaper		
3. Devise Newsletter		
4. Website, Call board, Right side of prescription notices		

Agenda item: 5	Premises update	Presenter:	Margaret Seager.
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Discussion:	St Georges school site has been explored by the developer however the school are not able to accommodate a medical centre
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Conclusions:	The practice and developer continue to look for a suitable site
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Action items	Person responsible	Deadline
To keep everyone informed of any change	Margaret Seager	

Agenda item: 6	Action Plan	Presenter:	Margaret Seager
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Discussion:	The Action Plan was discussed and reviewed.
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Conclusions:	<ul style="list-style-type: none"> • The action plan will used as a working document • Actions will be added the plan as and when appropriate
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Action items	Person responsible	Deadline
To keep the Action plan up to date	Margaret Seager	ongoing

Agenda item: 7	.Highways – Yellow lines	Presenter:	Margaret Seager
Discussion:	Kent County Council has been contacted about the possibility of Yellow lines being put out side the premises. The request has been passed to the Safety team who will be in contact with us in due course.		
Conclusions:	We will await the response of our request.		
Action items		Person responsible	Deadline
	Follow up review at the next Patient Focus Group meeting	Margaret Seager	Next meeting
Agenda item: 8	Local Changes/Information	Presenter:	Margaret Seager
Discussion:	<ul style="list-style-type: none"> • Proposal to move emergency surgery to Ashford – concerns around loss of 24/7 a&e services in Thanet • Midwifery services to be moved out of Kent & Canterbury & Dover Hospitals with a new unit to be built at QEQM Hospital <p>J.W Brought the groups attention to a circular 'Thanet Watch' which has an article on the Broadstairs Health Centre which is now run by Concordia Health Ltd. 'Health Services under threat' with an Emergency Meeting to be held Wednesday 23/05/2012 7pm at Red Hall, Grosvenor Place</p>		
Conclusions:	<ul style="list-style-type: none"> • Ensure patients have a voice – joining forces with other groups/Thanet CCG • Attendance at the 'Health Services under threat' meeting may be beneficial 		
Action items		Person responsible	Deadline
	<ul style="list-style-type: none"> • Member of the group to attend 'Health Services under threat' meeting 		23/05/12
	<ul style="list-style-type: none"> • To be discussed at next meeting 		Next meeting
	<ul style="list-style-type: none"> • Any new item to brought to the attention of the group 	Margaret Seager	Next meeting
<i>Other Information</i>			
A.O.B.			

- Pre-booked appointments – clarification and discussion (action plan item)
- Appointments for patients who have been advised by the doctor to be seen for follow-up (addition to action plan)

Actions:	
Both items to be reviewed/discussed with the practitioners for follow up at the next meeting	
Next Meeting	The next meeting is Thursday 12 th July 2012 at the surgery. Time 6.30 pm. Chair: B. McGeorge