

St Peters Surgery Patient Focus Group		
Date: Thursday 9th May 2013	Time: 6.30pm	Venue:
St Peters Surgery		
Chairperson Margaret Seager	Note Taker J Brandrick	
Attendees: J. Watler, B&T Cheeseman, R Symonds, A Walkiden, L Williams, J Sterndale, S Proctor.		
Apologies: S Burrows, B MsGeorge, R Coles (Who has recently passed away message of condolence sent to his wife and family)		
Meeting Notes		
Agenda item: Patient Petition - Premises		
Discussion: Ongoing discussion around the issues with the practice premises. It was felt that to make this more high profile within the waiting area suggestions of a poster and a suggestion box for patients to give their views, this was to be followed up by Seth Proctor after consultation with M. Seager. Information was also shared on previous planning consent for the surgery which was approved by the TDC, but funding from the previous PCT was not made available.		
Conclusion: Make this issue more high profile using -Poster-Suggestion Box.		
Actions: Continue to highlight this issue with the new CCG. Alert as many patients as possible.		
Person Responsible: S. Proctor- M.Seager and PFG members. .		
Deadline: Ongoing.		
Agenda item Training and Educational Days		
Discussion: Date of next training day given. 21 st May pm only.		
Conclusion: GP diagnosing diagnostics-cardiac . Staff in-store training		
Actions: Continuing notification to patients of half day closure.		
Person M. Seager.		
Dead line		
Agenda item Additional notice board to promote PFG		
Discussion: A larger and additional notice board is to be placed in waiting room also a photo of the group to be displayed.		
Conclusion: Photo of group taken at end of meeting.		
Actions As above		
Person Responsible M Seager and PFG		
Dead line		
Agenda item time: Feedback from meeting with GPs on the 03/05/13 around waitings and speaking to the GP or nurse over the telephone.		
Discussion: A suggestion was made of a possible message book that patients could leave a message for the GPs to contact them with a health issue that perhaps would not justify a visit to the surgery. Times when patients could call the surgery to speak with a GP.		

Patients advised to ring surgery for waiting time of their appointment.
Working patients – when delay with their appointment time.
Monday evening surgery extended hours.
Text messages to patients with regard to waiting time.
Patients who need to book another appointment e.g monthly visit to GP this can be provided.
Possible GP to attend further meetings.

Conclusion: It was felt by the PFG that due to each individual patient needs the GPs were working at full capacity, and were providing a caring and positive consultation.

Actions: Ongoing- looking at ways to provide best practice, also possible rota for members of the PFG to attend surgery times on a rota basis to highlight issue and request feedback from patients.

Person Responsible M. Seager and Jan Brandrick

Dead line

Agenda item: **Practice email address.**

Discussion: As yet this is not available.

Conclusion: for future consideration

Actions: In agreement with practitioners and staff – for future consideration

Person Responsible M. Seager

Dead line: Ongoing

Agenda item: **NHS 111**

Discussion: Gps are aware of the concerns around this new service and the implications that can come from this. It is hoped that the teething problems can be addressed. See notes from previous meeting for details. 21/02/13.

Conclusion: Ongoing assessment

Actions: Ongoing assessment of service

Person Responsible: Margaret Seager

Dead line : ongoing

Agenda item **A.O.B.**

Discussion - over more communication with patients; the costing of this was felt to be to expensive with over 4,600 patients registered at the surgery.

Revision of leaflets/booklets given to new patients.

Conclusion: for future consideration

Actions: Ongoing consideration

Person Responsible M. Seager.

Dead line: Ongoing

Agenda item

Welcome to Seth Proctor a new member of the PFG.

Meeting is on the 8th August at 6.30pm S. Burrows to chair.