

Atkinson Health Centre Practice

Patient Group Meeting Friday 4th October 2013

Present

Mr C

Mrs D

Mr & Mrs I

Mrs W

Miss W

Mrs S

Mrs P

Emma Harrison – Office Manager

Glennis Walling – Practice Manager

Apologies

Mr & Mrs

Mr

The minutes of the meeting from the 31st May 2013 were agreed as being correct.

Updates

Debbie our practice nurse is still asking patients with diabetes if they are interested in some education sessions which would be held at the surgery.

Despite two letters to the council we still have not had a reply/response regarding our request for a zebra crossing outside of the health centre. Mrs S will approach Mr Murphy local counsellor regarding this.

We continue to be a pilot site for Age UK and have had a good response over the summer months with lots of referrals for help/information.

A brief update regarding the proposed health centre – we have not had any contact or information from the local commissioning group regarding the new build since the last meeting. There has been an article in the local paper saying that Dr Jolliffe (local commissioning lead) that the new premises should be up and running by 2015 either on the old Alfred Barrow School or the Police Station site.

The main purpose of the meeting today is for the group to approve a patient questionnaire which will be used to see how patients' perceive the service they receive from the practice.

It was agreed to limit the number of questions on the questionnaire so that it is not too off putting and to encourage completion.

The questions were agreed and Emma will design the questionnaire using the agreed questions and a number system:

1 = poor
2 = fair
3 = good
4 = very good
5 = excellent

A paragraph for any further comments/suggestions to be included.

Questions relating to details of age, sex and years registered at the practice to be also included.

Next meeting January 2014 – to discuss the result of the questionnaire.