

Patient Group Meetings 24th Jan and 2nd Feb 2012 Minutes

Background

Initially 39 patients expressed an initial interest in joining the group. Due to the large number of responses the practice decided for the initial meeting it would be helpful to split the group into two. This would allow time for everyone to introduce themselves, be comfortable with the open forum and encourage participation. The times and days of the meetings were different to enable as many people to attend as possible.

13 members attended one of the meetings. These patients represented a variety of backgrounds and age ranges. A further 5 members were either unable to make the meeting on the day or prefer for a variety of reasons, alternative methods of communication such as email or letter. An email address has been created to gain their comments. Anyone not able to attend meetings will be sent minutes of the meeting, inviting comment and the agenda for the next meeting.

We discussed the aims and objectives of our group;-

Ensure that the groups' views are as representative as possible of the practice population.

Offer the opportunity to communicate information to our patients and vice versa

Involve patients in the decisions about the range and quality of services provided

We agreed the following ground rules:-

This meeting is not a forum for individual complaints and single issues

We advocate open and honest communication and challenge between individuals

We will be flexible, listen, ask for help and support each other

We will demonstrate a commitment to delivering results as a group

Silence indicates agreement – speak up, but always go through the chair

All views are valid and will be listened to

Please ensure all mobile phone are turned to silent or preferably switched off (please let the chair know if you need to be contacted in case of emergencies and agree phone use with the group)

The group will not tolerate personal slurs, or comments about a person or group of people related to age, religion, disability, culture or ethnicity

We will start and finish on time and stick to the agenda

The results of our questionnaire were shown to the groups in the form of pie charts. The groups agreed this was an easy format for all to read.

The following was discussed at both meetings:-

1. Pre-bookable appointments only available in the morning

Group felt for non urgent problems they should be able to book in advance without restriction – where they had needed to make an appointment for in a week in advance they were unable to do so but could make one a month in advance which was too far away. In their opinion this forced them to ring the practice on the day which in their minds was for more urgent needs and not for a general review.

2. Speaking to a Nurse/GP

The group was not aware they could do this

3. Who's who in Drs

The group thought it would be useful to know what each GP specialised in

4. 0844/5

The group was unhappy about the charges some suppliers attached to these numbers.

5. Website

Unfortunately we were unable to display the demo of the new website which was under development. This item was to be carried forward on to the next agenda.

6. Relocation

The Practice confirmed that we are not moving from Doncaster Gate.

7. Overall

Both groups felt the practice generally provided a high standard of service and our reception teams were friendly and helpful

We agreed these points would be discussed at the first opportunity with the Doctors and feedback provided at the next meeting.

Next meeting scheduled for May 2012 with an agenda circulated beforehand.