

Minutes of Patient Group Meeting – Thursday 30 January 2014 at 1.00pm

Present: Dr K J Davis
Leigh Buccanan
Ann Croft
Peter Webster
Janet Whitham

Sue Lambert
Bill Amegh
Vicky Flint
Sandra White

Email: Kirsty Baines
Janice Durdey
Rachel Woodhead

Megan Cardwell
Ian Freeman

Results of Patient Survey

We circulated the results from our Patient Survey which was carried out from September 2013 to December 2013.

One of the questions was:

How easy is it to get through to someone at your GP practice on the phone?

- Our score on this question has slightly increased from last year
Last Year's Score 80% This Year's Score 82%

***Surgery Comment:** We now have 2 receptionists answering the telephone in the mornings up to 10am.*

How do you rate – how long did you wait for your consultation to start

- Our score on this question has slightly gone down from last year
Last Year's Score 77% This Year's Score 74%

***Surgery Comment:** We put this to the patient group they were not concerned about this. We have drop in surgeries 3 nights a week; this could be the reason for the long wait. The Patient Group is happy to keep the drop in surgeries.*

How easy is it to speak to your doctor or nurse on the phone at your GP practice

- Last Year's Score 80% This Year's Score 81%

***Surgery Comment:** We are well above the National percentage on this question, The National Score is 69%*

We had 40 comments on our patient survey:

- 32 Comments which really praised the practice
- 8 Comments were not so good; we have addressed these problems as much as we can.

Sue read all the Not so Good comments out to the patient group, as well as some of the positive comments. The group were happy that we have addressed these problems as much as we can.

The group was happy with the patient survey

The Patient Survey Results and comments have been put up in the Waiting Room

New Receptionist

We have advertised for a New Receptionist/Data Input Clerk/Typist, we have not recruited anyone yet. Jose who has been with us for a number of years will retire, when the new recruit has been trained.

Extra GP Clinic

We have put an extra GP clinic on to cover the Winter Period. The clinic is on Monday Morning and Thursday Afternoon. This clinic will run up to the end of March 2014.

Choose Well leaflets

We now have the New Choose Well Leaflets in stock, these have now been updated to include the 111 Service. These can be found in the waiting room area.

Community Support Worker – Leigh Buccanan

Leigh updated the group on the work which she has done with some of our patients. Our Accident & Emergency figures have gone down quite considerably since Leigh has joined us.

Next Meeting Date: Sue will contact you approximately 2 weeks before the meeting date.

Thank you for your support