

NOTES OF PATIENT GROUP MEETING - 9 JANUARY 2019

PRESENT - John Flinders (Chair), Lesley Hall, Viv Palfreyman, Rosita Dowdall, Leslie Foster, Dr Emma Waller (ST3), Jane Wharton, Mandy Hallam.

Apologies - Barry Wood, Mary Shaw

Minutes of last meeting - agreed as a true and accurate record.

Matters arising from last meeting - Rosita queried the issues around the annual complaints review in the minutes. She wondered what were the issues with reception were? Jane clarified that they were issued raised regarding a particular member of staff who has now left the Practice.

Patient survey - John clarified that this it is not a compulsory requirement to carry out an annual survey. However, the practice finds it extremely useful to have, as it helps to gain patient opinion before and after any changes are made. This year the GPs would like the Government survey, which is sent out to random patients, to be repeated on patients currently using the service as the results were disappointing. This should help the practice to develop an action plan. Ideally to coincide with the year-end survey results should be available by 31 March 2019.

Jane asked if the first question on the rota could be adapted as we want to specifically ask patients if they currently find it easy to get through on the telephone. It asked if it was better than before we had the options system, but we want to know if patients are still struggling to get through. John agreed to amend the question.

Survey will be carried out week commencing 4 February 2019.

John took details of group availability for carrying out the surveys in practice. He will put together a timetable to ensure that one member of staff is available for each session.

Jane will check against the rota and confirm times (checking for half days, evening surgeries, etc).

Old survey results on PG board - Jane to action.

Amber Valley Health - John updated members not present at the previous meeting on the AVH Hub. He explained that a group of 9 practices are working together under AVH to provide extended access between 6-8 pm Monday to Friday, and 8.30 am-12 midday Sat and Sunday. These are pre-bookable routine appointments for all patients registered at the Practices and the hub is based at Church Farm Medical Centre in Ripley. Patients should book appointments via their own surgeries.

Members asked if leaflets promoting AVH could be available to hand out whilst they are doing the surveys. Yes, definitely - Jane will provide.

Any other business - None

Date and time of next meeting - Wednesday 27 February 2019 at 7 pm, Park Surgery, Heanor.