

Patient Participation Meeting

27th October 2011

Attendees

Alan Neath (Chair)

Dave Rushforth

Ann Hindle

Elizabeth King

Renee Wharmby

Peter Woodsworth (Vice Chair)

Robert Maxfield

Maria Lydon

Ann Hollis (Surgery Liaison)

Susan Lancaster (Secretary)

Apologies Steven Scholfield

- A N asked R M to go through the survey pie chart he had produced.
- A H asked if Q2 was seen as being (1) length of time to get an appointment see GP or (2) time spent in waiting room. It was decided it meant length of time for appointment.
- A N said that next time we need to frame questions better & maybe fewer questions needed.
- A N asked if Q4 takes into account Drs Holidays?
- A H re Q6 suggested measures are already in place to go to a private room if required. It was suggested that maybe a Poster could go up to let patients know that this service is available. This was something to be worked on.
- Q7 this was agreed as being waiting time in waiting room.
- Q8 everyone happy with result.
- Q9 R M said the pie chart was wrong A H said she would sort problem.
- Q's 10,11,12,13,14 everyone happy with result.
- A H asked where it was felt we should move forward R M suggested Q1,2,4,6 were the most important to be discussed.
- A H said both partners would address next meeting.
- A N asked for feedback on Q1,2,4,6,7.
- A N discussed new signage for the entrance to the medical centre and agreed to write a letter of support to the PCT,

A H asked if it was agreeable to the names of the Patient Liaison Committee being put on the Surgery website, this was agreed y the group.