

Patient Participation Meeting

28th July 2011

Attendees Alan Neath (Chair)
Peter Woodsworth (Vice Chair)
Ann Hindle
Robert Maxfield
Dave Rushford
Steven Scholfield
Renee Wharmby
Ann Hollis (Surgery Liaison)
Susan Lancaster (Secretary)

Apologies Maria Lydon

- A H reported back that Prescriptions cannot be changed from 4 weekly to 3 monthly. This decision was made by Blackpool P. C. T. due to the amount of drugs that were found to be wasted. (due to drug changes & patient deaths)
- A H brought a revised Survey to the meeting , changes were again made to questions 6,8,9 & 10
- It was agreed that the new Survey is much improved.
- It was agreed that 250 copies of the Survey would be offered to patients to be filled in. A list of Clinics will be made available for the next meeting so that the group could then target specific age groups ie: baby clinic to catch the younger age group.
- R M & P W asked about non attending patients filling in the Survey.
- A N & SL said that if registered patients didn't attend the surgery how can they comment on what is available to them at the surgery. So it was decided not to include them in the survey.
- S L agreed to source clip boards & pens for the volunteers to use when filling out the survey.
- S S agreed that he would collate the information as it is gathered into a pie chart.
- S L suggested that maybe someone should go through the "Any further comments" to arrange them into 4-5 groups of answers.
- The date of the next meeting was agreed 25th August so that the final draft Survey could be agreed on so that it was ready to roll out the first week in September.
- A N asked how many missed appointments there had been & had they increased or decreased.
- A N asked if the rolling screen could be slowed down a little more.