

Notes from Patient group meeting held on 9th June 2014

Present

June Wheatcroft (Chair) Sue Barret (Vice Chair) Dr Southcott, Helen Marriott, Dorothy Wright, Pat Oldfield, Joy Riley, Peter West, Brian Johnson, Stephanie Baker

Apologies

Brenda Kelly, Val Meredith, Adrian Marriott, Ann Williams

1 Minutes of last meeting

Agreed correct

2. Matters Arising

a) Affordable warmth – Helen now has the information as they came to practice meeting leaflets are available in both surgeries

b) To talk to GP's re their special interest so this can be included in staff list on website and information sheet

c) Walking group – Dorothy and Pat went on the last one was quite slow pace mainly for people with mobility problems so Dorothy is going to do the next stage.

3. Surgery Matters

a) Dr Palmer will be leaving us on 31st July she has got a GP position at a surgery nearer to where she lives. Helen asked the group to try to help us if they hear anyone complaining about how long they have to wait to see a female GP that there are a limited amount of appointments and if they want to see a particular one there may be quite wait. Dr Solako - male will be working for us from 1st August . Dr Southcott explained that there is a problem recruiting GP's on the whole not just female ones.

b) Appointments – as from 1st July patients will be able to book appointments on line if they wish to sign up to the one line services. They will be available one week before there is a limited number in relation to the number of patients we have signed up to the online service.

It was asked again if reception will make patients aware when GP's run late so they are kept informed.

c) **Self help**

We are trying to encourage patients to self-help by asking the chemist for help with certain problems rather than just come to the GP for a prescription – suggested problems to be included are: head lice, depression – leaflets ,warts and verruca’s, general coughs and colds, hay fever,- also to have a list of what to include in a first aid kit. – We also need to get the message over to patients about only ordering what is needed on their prescription rather than ordering everything and stock piling also if they are not using items anymore to get them removed from the list.

4. Commissioning Group Information

Dr Southcott spoke about avoiding hospital admissions and how the commissioning group is going put different systems in place by working with other providers i.e. social services, health and well-being group . Helen has information regarding the strategy planning for the future and how hopefully all the different services and providers will work together.

June and Sue had attended the last patient reference group and found it very useful the next one may be held at Frederick Gent School so hopefully more local so more people can attend we need to make our voices heard for the practice.

5. Any other business

Joy asked about what happens when patients start university and registering with a GP – it is advisable that they register with the GP where they are. It was suggested that maybe we put some information up regarding this to make patients aware.

Date and time of next meeting

Monday 8th September at The Hub 6.30pm