

Partners:

Dr. B Hammersley
Dr. D Thornhill
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Minutes from Meeting 17th August 2011

Welcome, attended by Dr Brian Hammersley, Dr David Thornhill, Pam Husband, Martin Rowlatt, Samantha Gaffney (surgery team)
Mike Wilkins (Chair), John Smith, Betty Willmot, Nuala Danquah, (patient representatives)
Apoligies: Shirley Ringrose & Colleen Jenkins and Mike Newman, Dr Caroline White

- **Group discussed patient survey**, produced by Martin Rowlatt and agreed following areas:;
 1. Appointment system & times
 2. Reception
 3. Opening times
 4. Parking & access
 5. Prescription ordering system

Martin will set up a copy on the website for patients to access and once agreed by group, *(A copy is enclosed please ring Pam if any changes are suggested)* and also distribute throughout the practice to as many patients as possible.

Mike suggested the PPG patients could if they had any free time attend the practice and encourage patients in the waiting-room to complete the survey, all agreed at the time and a slip is enclosed for you to complete and return to the surgery to let us know when you can help, *(note from Pam- flu clinics are being set up for Saturday mornings in October, lots of patients attend over a short period of time, will be good to have help those mornings, (1st October has 320 appointments to be booked)*

- **Improving Patient knowledge on the health centre procedures and systems:**
 1. Set up the notice board, use for PPG updates and patient information (Pam)
 2. Use Jayex board for different patient information,
 3. Add onto the self check in screen, to collect patient survey from reception
 - **Any Other Business**
 1. Mike and Pam to meet Daybrook's PPG and discuss sharing patient educational events.

Date set for next meeting is 28th September at 2pm at Stenhouse, any topics for the agenda to be passed to Pam who will let Mike know MEETING CANCELLED AND MOVED TO 13TH OCTOBER

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I would like to help distribute the patient survey

(name).....

I am available to come in on the date/dates of.....