

STUART ROAD SURGERY

PATIENTS' FORUM MEETING 26TH FEBRUARY 2015

NOTES OF MEETING

ATTENDEES: Steve Bryan (Practice Manager), Carolynn Davies (Office Manager), Jane Clayton (Staff), Deborah Baker (Staff) Kathy Pearson (Chair), Harold Yardley, Maureen Walsh, Keith Shenton, Janet Poppleton, Roger Whitaker, Susan Woollens, Margaret Turner

WELCOME AND INTRODUCTION

Steve Bryan welcomed everyone to the meeting, and did a brief presentation on the current challenges facing the NHS, followed by discussion of themes.

PATIENT PARTICIPATION GROUP

Adoption of Terms of Reference. Steve discussed with the group on why we have adopted the Terms of reference and how it would be benefit and structure our meetings.

ADOPTION OF CHAIR

Welcomed Kathy Pearson has the new adopted Chair. Expressions of interest were discussed. Kathy did a short talk on the priorities for the Group and talked about our future meetings and agendas. The group thought it would be a good idea to schedule our forthcoming meetings which are as follows Thursday 11th June 6.30, Thursday 10th September 6.30, Thursday 3rd December 6.30.

FRIENDS AND FAMILY TEST (RESULTS)

Steve shared with the group the current results of the FFT, and the question WHY? And on whether to change the current question and if so to what.

ANY OTHER BUSINESS

To move the Patient Participation Group notice board into the waiting room, with catchy headings to entice new members to join our group and also to pass and collate information from friends and family to discuss at the next meeting and also to bring along friends and family (patients only).

The surgery telephone system. Some members of the group would prefer to be held in a numbered queue oppose to an engaged tone. To arrange a survey to what other patients would like.

Appointments. Advertise Dr Telephone appointments. Release more future appointments and may be, be given a slip from the Dr to the receptionist to override future appointments for when the Dr wants the patient to be seen next.

To put links onto our texts and emails correspondence, direct to our website, to advertise that more.

