Notes from Patient Group meeting held on Monday 8th February 2016

1. Present

June Wheatcroft, Susan Barrett, Walter Satterthwaite, Dorothy Wright, Joy Riley, Dr Southcott, Helen Marriott

2. Apologies

Pat Oldfield Val Meredith

3. Health and Well Being Worker

We were supposed to have the Health and Well being representative at the surgery but he was unable to attend, so had a chat about what the service is and what they can do. They can signpost people to get help they need and can buddy people to appointments. Patients can self refer to them or they can be referred by the GP. Helen will inform them of the date of the next meeting to see if they can come to that one.

4. Carers

We are trying to identify people who are carers so that notes can be put on their records to that effect incase they are not well and need to be seen in the surgery. Displays have been put up in both surgeries asking people to let us know if they are carers.

5. Survey

The patient survey was discussed and the results will now have to be published on the surgery website. On the whole the results were satisfactory and a total of 168 surveys had been completed.

6. Access to appointments

We are constantly looking at the appointment system and how it can be improved to accommodate demand. The CCG are in contact with companies who come into surgeries to audit access and advise what can be done to improve access.

Date and time of next meeting

Monday 21st March at Pinxton Surgery 6.30pm

Action points from GP survey

1. To change the DNA period from 6 months to 12 months
2. To publish the survey on the website
3. To look if we had a bp machine in surgery where it could be positioned.