

PATIENT PARTICIPATION MEETING 22.10.2013

ATTENDED

Dr G R Bhorchi
Angela Elsom
Carol Allen

Mrs Peggy Hodson
Mr Ronald Moore
Mrs Wendy Carr
Mr Eric Jacombe
Mrs Kathleen Clark
Mr John Berry
Mr Bernard Kelly

APOLOGIES – Frank Hibbert

Each patient was asked if they had any problems or queries regarding the surgery and they said that they were happy with the service that they receive.

It was suggested that a water fountain be installed in the waiting room for patients who have been in for fasting bloods, also that a TV be put in the waiting room.

The group suggested that the surgery could do with better parking facilities. We are looking into this problem.

Some village patients were asking if their medications could be delivered to the village shop. We have contacted the shop concerned and they said that we would have to enter into a contract with them.

The group voiced their concerns about the future of the surgery and what would happen in the future as it is important to the community as it has a high percentage of elderly patients.

The group also wanted to know what the exit strategy would be for continuity of the surgery if Dr was to retire.

The group will be told of any decisions made about the future of the surgery as they happen as it is still early days and no decisions have been made.

On line prescription ordering is going to be started in the surgery. We were surprise about how many of the group did not have E Mail access.

The practice is in the process of compiling a website. The minutes of all meetings will be uploaded to the web site.

The group were informed about the Carer's register and that packs were available from reception if anybody needed help.

The surgery was going to look into any concessions for swimming sessions and where these can be used.

Angela is going to organise a session on Healthy Lives/Healthy Future.

On the back of all prescription forms it states information can be extracted by NHS England, but if you wish to opt out of this please contact the surgery.

The group were informed of the infection control audit and repairs are being dealt with i.e. new wipe down chairs and new flooring.

The subject of hospital transport was brought to the surgeries attention as some patients have a problem getting to hospital appointments. It was suggested that we try to find out who is responsible for transport.

The next meeting will be held on 8th January 2014 at 1.00 pm.