

Patient Reference Group Meeting 14th May 2013

PRESENT: Doreen, Mark, Amanda, Marian, Jenny, Terence, Sally.

APOLOGIES: Frederick.

Mark informed of changes to out of hours surgery, possible GPs will be required to work longer hours.

Do patients know about P.R.G.? How can we let them know? Mail merge being done. Mark suggested another patient questionnaire.

Ways of improving individual privacy discussed. Possibly invite patients to speak at reception door if they require more privacy.

Abusive patients – mainly due to medication and appointment issues. Terence suggested removing glass screen, as it causes frustration. Not recommended as receptionists feel safer.

Discussed problems in reception re answering phone and dealing with patients at screen at peak times. Will discuss at team meeting.

Teething troubles with 111 service. Those answering the phone seem not sufficiently skilled in dealing with problems. More training needed.

Mark referred to changes in NHS, re GPs running the 'business of the NHS'. Lot of time taken from consulting room to boardroom.

Staff changes – none at moment.

Dr Quinton recovering from surgery, locum doctors are being used sometimes.

Next meeting Tuesday August 6th 2013.