

SAXQUAX FEEDBACK GROUP

MEETING HELD AT THE PRACTICE, LAMBSALE MEADOW, SAXMUNDHAM

ON 15TH SEPTEMBER, 2011 AT 18.45

PRESENT

John Carrington (Chairman), Jayne Coulson (Practice Manager), Margaret Perrett (Secretary), Sheila Mann (Treasurer), Bing Boast, Susan Major, Bob Perrett (Middleton PC), Dr. Hilary Graham, Dr. John Havard (part)

1. **AGENDA** - was adopted by the meeting
2. **APOLOGIES** - were received from David Sears and Terry Ward.
3. **MINUTES** of the previous meeting on 18th July 2011, with AGM were accepted.

4. MATTERS ARISING

Patient Survey

The results of the patient survey, which now included those returned by e-mail, had been collated by HG, BP and MP. The result was that the overall rate of satisfaction of the services provided by the Practice was extremely high. It was suggested by the meeting that publicity should be given to these highly pleasing results and that HG would prepare, on behalf of the PPG, a press release for local distribution in the EADT and Town Telegraph.

However, there were a few issues that were raised by the survey:

- a) To lengthen repeat prescription time.
- b) The service for weekend medical calls to be improved.
- c) Limited play equipment/area for young children was a problem during waiting times.
- d) Evening and Saturday morning surgery appointments requested.
- e) Privacy at Pharmacy/Reception areas could be improved
- f) More car parking needed.

The Practice Manager was requested to investigate the possibility or otherwise of the above points being looked at and to report back to the Group. This exercise would also serve as a useful guide when working through the many points in the Primary Care Commissioning document.

The press release could include some of the above points to indicate to the public that the survey was an important tool and that the Practice would give consideration to all the points raised.

Also raised by the survey was the issue of change of doctors, which matter would come within the confines of communication under the workings of the Practice. The Practice Manager was asked to report at the next meeting on the continuity of patient care and general communication.

5. MARSHALLING ARRANGEMENTS FOR THE FLU CLINICS

8 TH October	8.30 – 10.00 a.m.	Susan Major Bing Boast
	10.00 – 12.00 noon	John Carrington Bob Perrett
5 th November	8.30 – 10.00 a.m.	Susan Major Bing Boast
	10.00 – 12.00 noon	Dr. John Hilary David Sears

6. PRACTICE MANAGER'S REVIEW

JC gave updated all present on the following issues;

- GP Student training – 6 GP students will be joining the practice for 8 Fridays, beginning the 14th October 2011. Patients with interesting conditions will be invited to come in and be examined by the students.
- New member of staff – There will be a new face on reception as MP is joining the team as a part time receptionist and admin assistant.
- Changes to Primary services – JC updated all with the new medicine service being initiated at the Co-Op pharmacy. This will be for patients who are started on new medications for chronic diseases, where the pharmacist will be involved in discussions regarding the use of new medications and any side effects encountered.

7. GENERAL PROGRESS

Dr. John Havard joined the meeting and gave a resume of progress that had been made to date, which included the booking of a Glaucoma testing van for January 2012. 'Out of hours' opening was still an ongoing discussion. A scheme for using local carers has been suspended.

8. TREASURER'S REPORT

The Treasurer reported that she was in possession of all the bank statements and that the actual balance at the bank was £98.05.

9. DATE OF NEXT MEETING - Wednesday, 30th November 2011 at 18.45.

The meeting closed at 20.15.