

Grange Road Medical Practice

Minutes of Patient Forum Meeting Held on 31st August 2011

In Attendance:- Dr G Smith, Sally Pern, Peter Gradwell, Emma Chapman, Una Middleton, Iris Middleton, Harry Robinson, Terry Kelly, Christine Boothroyd.

1. From the previous meeting the prescribing survey from the BMA should be sent to practice managers for dissemination earlier.
2. The practice now has a group of about 20 patients who have or will take part in the Patient Participation, Direct Enhanced Services to support and develop the patient questionnaire which will include Practice priority questions. Then the Patient Group which support the development and implementation of the action plan and outcomes.

One suggestion for telephone or on line consultations was felt to be not practicable due to the practice being small and only 1 Doctor is on duty some days but the practice/GP will respond to questions as soon as possible and this is mostly done by the reception relaying messages to the patients.

It was felt that the length of the General Practice Assessment Questionnaire (GPAQ) was about right and it was suggested we would replace 5 of the questions with 5 practice priorities. The suggestions were as follows:

- a) Cleanliness of the Practice
 - b) Access to the building
 - c) How would patients like us to communicate new services
 - d) Skills we offer in the practice
 - e) Repeat dispensing /online prescription ordering
3. The Practice has a new GP Dr Laura Anderson who will work Monday half day and all day Wednesday.
 4. The Patient Forum has a new letterhead which will be used when sending letters to relevant parties.
 5. The General Practice Awards. The practice has 5 entries for the finals in London which will be on the 16th November. Geoff, Sally and Victoria are attending. The practice is in line for General Practice of the Year, 2 entries in the Innovation awards, GP of the year and Practice Manager of the year.

FLU DAY is SATURDAY 8th OCTOBER 2011, 9am to 3pm

Next meeting Wednesday 9th November 2011 at 6.15pm (changed from 16th November due to us attending the awards night)

This is a true reflection of the minutes and discussion of the patient survey priorities.

Signed:

Peter Gradwell
Patient Forum lead member