

Minutes from Healthy Living Group Meeting held 18 December 2013, 6.30 – 8.30pm

This was the annual ‘thank you’ meeting for the Healthy Living Group, where the practice provides light refreshments to show their appreciation to the members of the group for their continued support.

Sheffield Wednesday were playing on the same evening and the weather was horrendous but we still managed to have an attendance of 11. (BH, SB, UG, JF, JS, GE, AG, AGs grandsons (2), Mandy and Clair. Thanks to everyone who made the effort to attend, it is appreciated! Apologies were received from the avid football fans, WD and IO.

We did not have an official agenda but discussed the up and coming patient survey. It was agreed that as we had been in the building a year in February the survey ought to cover questions about the building. The self- booking screen was mentioned, the patient call screen, online services and whether patients would actually recommend the surgery to others plus a comments box. Mandy agreed to plan out a survey based on the points raised and it was suggested we meet after the survey to discuss the outcomes and make recommendations.

Future Minutes

UG asked Mandy and Clair to ensure that future minutes were not in small print.

Learning Disabilities Feedback

AG’s grandsons gave everyone an insight into what patients with learning disabilities should expect from a surgery. This was very, very useful and Mandy made lots of notes.

Draft Patient Survey

PATIENT CALL/INFORMATION SCREEN (TV) IN THE WAITING ROOM

- Do you find the patient call helpful? YES/NO
- Is the information played on the screen useful/informative/of no interest? CIRCLE WHICH APPLIES
- What would you prefer to be shown on the screen:

.....

2 SELF CHECK IN

- Are you aware that we have a self-check in screen? YES/NO Do you use the self-check in? YES/NO
- If you don’t use the self -check in screen what would encourage you to use it?

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3 ONLINE ACCESS TO PATIENT SERVICES

- Are you aware that you can order your repeat prescriptions and book appointments online? YES/NO
- How do you think we should advertise these services to patients?
.....

(Please review our website www.foxhillmedicalcentre and let us know if we can improve it)

4 WOULD YOU RECOMMEND FOXHILL MEDICAL CENTRE TO FRIENDS/NEIGHBOURS
YES/NO

Please tell us why (whether its yes or no):
.....

5 EMAIL/TELEPHONE CONTACT

Would you be happy for us to email or text you reminders, invites for check- ups, updates about the services we offer?

YES/NO

(If yes, we need your consent so please ask at reception for a form to complete, thank you)

6 IS THERE ANYTHING ELSE YOU WOULD LIKE US TO BE MADE AWARE OF? IF SO PLEASE TELL US IN THE BOX BELOW: (perhaps a comment on the services we offer/something about the building/ a helpful member of the team, anything that is important to you!)

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE

PATIENT PARTICIPATION GROUP

We have a patient participation group which meets every six weeks. This really helps the practice develop services which meet patient expectations. If you would like to know more about it please ask to speak to Clair or Mandy.

NEXT MEETING OF THE HEALTHY LIVING GROUP

Thursday 13 March 2014 at 11am at Foxhill Medical Centre, everyone welcome!