

Patient Participation Group Meeting 1.2.2012 : Agenda

6pm

Welcome: Dr. Belinda Scrivings

6.10pm

Review Minutes from last meeting

6.15pm

Presentation: Appointment system: the need for change, Dr. Andrew Cameron

6.30pm

Question and Answer Session

6.45pm

Plans for the next session: choice of survey

7pm

Close

MINUTES:

Review of issues from last Meeting:

See attached for last Minutes

Apologies for late cancellation of this meeting in Jan 2012.

We did advertise this meeting more widely (flyers, website, telephone contact, information available in Reception).

However the group attending this meeting is approximately the same number and has the same demographic characteristics as the group who attended the last meeting.

Presentation: see attached:

Question and Answer, Discussion and Comments:

'Did we make changes because patients were complaining about the appointments? '

AC: 'We didn't satisfy enough of our patients as we had hoped according to feedback from the patient survey.'

Discussion of the political agenda which seems to be moving away from on-the-day appointments.

The recognition that most illness seen in Primary care is of a chronic nature.

On the day appointments seems to have led to increasing demand from patients for appointments.

Comments from members of the group on new appointment system

'it worked beautifully'

'always be someone who doesn't like it -you can't satisfy everyone'

Discussion around texting appointment reminders. (We hope to offer this in the future).

Discussion around early and late appointment availability.

Discussion around Questionnaires (4 were passed around).

It was decided to use the short questionnaire on appointments for the survey. This will be completed by 7.3.2012 (the date of the next meeting).

The survey will be put on the website to complete and be available in paper form in reception. We will e-mail it to those patients who have provided their e-mail addresses.

The results will be made available on the website.

Plans for the next meeting on 7.3.2012

Discuss the results of the survey.

(Ideas for other future meetings included an update on the NHS reforms).