

Notes of Patient Representation Group held 15th September, 2011

Present: Andrea Cook (DVG), Kevin Gover (Hermitage), Alison Strong (Compton), Gwenan Paul (Hampstead Norreys), Mike Pooley (Chaddleworth), Gordon Robertson (Yattendon), Christine Davies, Chloe Evans, Leslie Lowenthal, Hannah Arnold

Apologies: Mike Taylor (Chieveley)

1. Matters Arising

Car Park – We have been granted planning permission however only for 5 years. HA has been querying this with the Council as obviously not feasible if have to repeat planning applications every 5 years with no guarantee of success.

2. Reports

Alison Strong (Compton)

The Institute for Animal Health in Compton will be closing. They own the land over which we have access to Compton surgery. Some of the houses behind the surgery have been approached regarding this but the Practice hasn't so far. Alison will make sure we are included in any negotiations.

IAH should be closing in 2013 but there may be areas that need decontamination and therefore decommissioning could take up to 5 years.

Have we had any feedback on new reception layout? She has had one patient say didn't like it but on the whole feedback to the Practice has been positive.

3. Patient Participation DES

Is the group truly representative?

How do we get patient views?

How should we do the questionnaire?

We can have a virtual group who we email for views when appropriate. This could be compiled by asking for email addresses when sending out the questionnaire.

PCT are expecting questions on access but can word questions how we choose and can ask about different areas too.

Andrea suggested doing an initial questionnaire of patients who visit the surgery over a week to determine the subjects of the main questionnaire. This could be anonymous but we would need to ask for some demographics to show that we were reaching all patient groups.

To give patients a pick list with brief explanatory note and ask them to choose the top 3-5 topics they feel are important to them.

Topics suggested:

Ability to choose doctor

Sharing information with receptionists

Telephone consultations/use of internet for booking appointments & requesting repeat medication

Fabric of building – use of Jayex/GPs calling patients/arrival screen

How PRG can be representative

Service to teenagers

Handybus

Range of services offered & knowledge/information available on these

Dispensing/Pharmacy

LL/HA will use the above list to produce an initial questionnaire which will be circulated for comments.

At next meeting will discuss the results of this and produce a questionnaire to send out to patients.

4. **Next Meeting**

Thursday 1st December, 2011 @ 7.30pm at Chieveley Surgery