

Summerhill Surgery Patient Support Group Meeting

Friday 22nd March 2013

Attendees – Jackie Horne (Practice Administrator), Alice Stratton, Michael Sellwood, David Stephens, Ann Shilling, Phillip Rudd, Ladi Daheely

Apologies – Jayne Courtney-Westwood

- **Minutes from previous meeting** - agreed by attendees.
- Briefly discussed concern over waiting times at the surgery, general conversation regarding what a patient wants from a 10 minute consultation, is 10 minutes enough, should patients be able to choose the length of their appointment? JH stated that there has been some research on the matter and would send with today's minutes for a further discussion at the next meeting.
- **ACTION PLAN & FINAL REPORT**
 - All members had read the draft version based on the last meetings discussions, agreed to cover the main

four areas.

- TELEPHONES
- APPOINTMENT SYSTEM
- EDUCATION &
SATISFACTION
- FIXTURES AND FITTINGS

Each of the four areas were discussed in turn, the group reviewed information from the survey to gain context. The group then revised what had been agreed from the last action plan in 2012, discussed what had been achieved or not and how this had been of benefit or not. The group then discussed what was still to be achieved, both with regards to ongoing projects as well as new improvements. Overall these four areas have been the groups main focus from it's inception and it was felt that once this action plan has been fulfilled the surgery will have improved greatly, offering a much more flexible service giving the patients better management over their own healthcare as well as improving access and satisfaction across the board.

PLEASE REFER TO ACTION PLAN

AND FINAL REPORT 2012.13

- Discussion postponed - Committee and Annual Meeting – to be discussed at next meeting – majority of members who attended the previous meeting felt that they are committed and would like to be a committee, to be discussed and finalised.

- Next Meeting...Friday 28th June @11am, St Marks Church.