**Notes from St Peter’s Patient Forum Meeting**

**30th August 2017, 18.30hrs. Oaklands Surgery**

1. **Appologies**: Dick
2. **Present**: Helen; Shirley; Bobby; Jan (Chair);David; Ted
3. **Introductions**: Helen as the new Practice Manager introduced herself with a ‘pen profile’, as did the gathered members.
4. **Phlebotomist issues**: Anew HCA Christina will be joining in a month’s time. She will also carry-out a range of other activities.

A new additional nurse, Barbara, will also be joining the Practice.

1. **Nurse Sharon’s role**: Helen has raised the profile of the valuable role that Sharon plays for the Practice. Her work is mainly out in the community.
2. **Questionnaire**: About 40 more responses are required for the statistical analysis. Bobby will hand-out on the 26th Sept and Shirley will do the 27th Sept. Starting around 9a.m.
3. **Feedback from Dr Cunard**: Helen will discuss with Dr Cunard the questions and gain a response or set up a meeting between Dr Cunard and one of us, to then feedback.
4. **New Porch Plans**: Helen is looking at getting the Porch updated, which could include automatic doors for wheelchair access and possibly seating.
5. **Liaison with schools**: Jan was wondering how we could get more interest in the running of the Practice from younger people. A few ideas were discussed. It is decided to seek David’s opinions on how this might be carried-out.
6. **Promoting patient online services**: Bobby and Shirley will hand-out Helen’s new booklet on these services along with a sign-up form.
7. **Walk-in Clinics**: Helen talked about the pros and cons of her experience along with various Triaging activities. These options will be further explored by the Practice.
8. **Parking**: Helen is looking into the possibility of funding for slabbing the front garden for Dr’s parking. This will free-up some spots in the road and also keep the junction clear.
9. **A.O.B**. : Jan raised a concern over atleast one incident where it appears that incomplete communications between caller, receptionist, GP, back to receptionist and back to caller, finally resulted in an emergency situation that might have been avoided. Helen is looking into this.

**Meeting ended around 19.50 hrs.**

**Next meeting will be 29th November, chaired by Shirley, at 18.30 hrs.**

Appologies for no clip art

Could see how to add it here!!