

MINUTES OF THE ORSETT SURGERY PATIENT GROUP

MEETING HELD ON JANUARY 24th 2012

In attendance: Charmaine Bishop, Ann Eve, Colin Eve, Madeleine Flynn, Joanne Hoare, Frances Shaddock, David Shaddock. Dr Murray Colburn (GP Partner), Joyce Mallagh (Practice Manager)

Apologies: Anita Griffiths

Minutes:

1. Dr Colburn welcomed all and each attendee introduced themselves.
2. A set of ground rules were tabled and agreed by all.
3. Aims and objectives of this group were discussed. This included:
 - a. The difference between the Patient Reference Group and the Patient Participation Group.
 - b. How the survey would be compiled through today's meeting, how the results would be analysed and the compilation of the action plan.
 - c. Timescales for the survey, action plan, future meetings and role of the developing group.
 - d. To provide a channel of communication between the practice, patients and the wider community.
4. It was agreed that Dr Colburn (or the attending partner), would take the role of Chair for the first two meetings and that Joyce Mallagh would take the role of Secretary.
5. It was agreed that some of the members might like to rotate as Chair in future.
6. Terms of Reference were tabled and agreed by all members. These will be reviewed annually.
7. Meeting logistics were discussed.
 - a. It was agreed that at least one GP partner would attend all meetings along with the Practice Manager.
 - b. Currently there are ten patient members in the group. A discussion took place on how to address diversity of the group membership. There is a lack of younger members and ethnicities.
 - c. It was agreed the group would meet in the Orsett Surgery. It was suggested that Tuesdays at 6 pm would be a better time for everyone.
 - d. Circulation of minutes will be by e.mail, those who do not have e.mail have made arrangements with other members to get copies passed on.

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Minutes 24 January 2012, Continued

8. The Patient Survey will run 30 Jan- 19 Feb, we aim to obtain 500 completed questionnaires on paper and online. A new Orsett Surgery website is currently being created and a report on the results from this survey will be published on the website.
 - a. A discussion took place regarding topics for practice survey.
 - b. The three priority areas were identified as Dispensary, Communication and Parking/Premises.
 - c. Clear, wide ranging and non-complicated questions were agreed for each of the topics.
9. A membership sign up and confidentiality agreement was signed by all members.
10. Any other business – none
11. Date of next meeting will be March 2012 to review survey results and prepare our action plan.