



## Patients' Voice Minutes of the Meeting

Tuesday 9<sup>th</sup> October 2018

Present: Jean Atherton (Chairperson) Linda Little (Assistant Chairperson), Jan Flynn and Lynne Morrall Assistant Practice Manager.

### **MATTERS ARISING FROM PREVIOUS MEETINGS:**

1. Update on interested volunteers- Still need to encourage and publicise. Welcome to new member Jan Flynn.
2. Update on T.V- No success currently costs are the issue.
3. Waiting Room displays – Detailed discussion in meeting.
4. Information Brochures – No action taken to date \*(see waiting room item)

### **ITEMS FOR DISCUSSION:**

**Web site:** It was thought the website was not user friendly and created too many visual distractions. The group would like to see if it could be improved to have more clarity and easier for those not computer savvy. Jan would be attending the web seminar for patient groups and report back.

**Waiting Room:** It was still a matter of concern following the feedback from our information morning held in May. The information boards are not clear and too much duplicated detail (bearing in mind the Atrium has a wide information selection), the lighting is dismal which doesn't create a good patient experience when sitting waiting for appointments. The group will meet in two weeks to discuss producing a suggested plan to put before the Partners. **Jean** will action

**Linda** enquired whether an information folder had been produced for patients to read in the waiting room. As it had not, the whole issue of organising and displaying information efficiently will be discussed at a separate meeting.

As notice boards would be required Jan may be able to obtain possible sponsor. **Any other business:**

- a. C.C.G....Linda asked if the proposed possible changes would affect the service. Further information may be forthcoming after a public consultation.
- b. Meeting to formulate plan for waiting room on 24<sup>th</sup> October in Tytherington.

There being no further discussion the meeting was closed.

Below is a copy of the new form for new applicants which can be found on the reception desk. The online form will be on the Patients' Voice Tab on High Street Surgery Website.



## Patients' Voice: Have your say

Patients' Voice is a group of patients who meet regularly to discuss how High Street Surgery operates and how it can provide an even better service. We have two main aims:

- \* **to present the views, ideas and suggestions of patients to the doctors and the practice management team**
- \* **to act as a sounding board for the practice to seek the views of patients on service and proposals for change.**

We meet at the surgery every two or three months for a couple of hours, with support from Lynne Morrall, the Assistant Practice Manager. Minutes of the meetings are read by the medical and support staff, and published on the waiting room notice board. One of the doctors will usually attend the meeting for some of the time.

Topics addressed in the past year include:- publicity clutter in the waiting room, difficulties in booking on-line appointments, the new car parking regime, telephone access, flu jab notifications, Pharmacy First scheme.

The group is currently small but would welcome new members from all service users and all age groups. We would also like to know of any issues you think the group should discuss to improve all aspects of the management and organisation of the practice.

### **Join us!**

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**Return this form to reception or send an email with your comments/ interest in joining to:-**

***Ecccg.patientsvoice@nhs.net***

**Name.....**

**Daytime contact No.....**

**Email.....**

*The information you supply will only be available to  
Lynne Morrall, Assistant Practice Manager.*