

Patient Forum Meeting
8th December 2015 at 11.30am

In attendance

Kay Clark Practice manager
June Newton Reception Manager
Patient Representatives

Suggestion box was opened by a member of the forum group and discussed. It was agreed a notice would be placed in the waiting area informing patients if there appointment was more than 20 minutes late to inform a member of staff.

Kay informed group that we would be getting a TV screen in waiting area but exact date not known.

A representative asked if it was possible to have a leaflet holder in waiting room as table became very untidy, this would be looked into.

Concerns were raised re the chairs in the waiting area, this would be checked out and any action required would be taken.

A representative raised a discussion regarding the practice web site and pointed out there were many links that were not working – it was decided the web site would be looked at and rectified.

Next meeting will be in March 2016 at 11.30am

Meeting closed.