

Patient Forum Meeting
Wednesday 9th March 2016 at 11:30am

In Attendance

Kay Clark – Practice Manager
June Newton – Reception Manager
Kayleigh Graham – Receptionist
Patient Representatives

The suggestion box was opened by a member of the patient forum group. We had a total of two suggestions in the box. The first suggestion was a water cooler in reception; we discussed this and decided that it would take a lot of maintenance but we have had a notice up for a considerable length of time informing patients that water is available upon request.

Our second suggestion was regarding mobile phone usage in the waiting room. We discussed this and decided that people should be able to use mobile phones in the waiting room and that a poster would be displayed for patients to consider other patients while waiting in the reception.

Kay informed the patient representatives that our TV screen was going to be fitted that day.

Kay also mentioned that patients who are registered online will soon be able to access their medical record. She asked if anyone from the patient group would be interested in taking part in a pilot scheme to see how it would look and work for the patients. Three of our representative said they would like to take part in this.

A patient representative raised a discussion about the patient toilets. They thought the toilets were not very hygienic in the health centre. Kay explained this issue had been raised with NHS Property Services and she was having a meeting with them today.

Next meeting has been scheduled for Tuesday 14th June 2016 at 11:30am.