

Patient Group Meeting - 11/06/2024

Meeting via Zoom

Attending

Janet O'Loughlin – Patient Group Member

Lisa France - Patient Group Member

Dr D Ebenezer – GP Managing Partner

Dr J Ebenezer – GP Partner

Dr N Singh – GP Clinical Partner

Thank you all for attending today.

We talked about the supporting change team visiting and the feedback received from them. Patient group would like any new information cascading to them before it is rolled out to the patient group to give them the opportunity to tell people about it or answer questions. They would like to be informed about staff turnover or recruitment.

We discussed recruiting new members to the group and have had very little interest, advert on website, between you both you have reached out to over 35 patients to join the patient group but with no success.

We discussed the meeting we had with the deaf community and how positive the comments received have been, we will look at setting up focus groups with different groups, carers, sheltered dwellings etc as this might be a better way to obtain views from the patients and for them to have some input.

The distancing signs in reception and the new lowered access screen at reception are positive improvements and give patients more confidentiality whilst at the reception desk.

Information on the two screens was useful and informative for patients. This includes roles at the practice, and feedback that has been received from our patients.

We talked about possibly having your picture on our website as patient group representatives, this may be helpful to recruit additional members for the patient group.

We will meet again next month date to be confirmed.