Woodhill Surgery

Patient Reference Group Meeting

Tuesday 15th May 2018

Present: Andrew Cornell, Practice Manager (ATC)

 Gill Weavers (GW)

 David Miles (DM)

 Brian O’Connor (BOC)

ATC began by thanking those who attended and advised that GW was on annual leave.

ATC advised that Dr Brewerton has now left the surgery for pastures new but will be covering some appointment sessions as a locum in the coming months. On behalf of the partners and the entire team, ATC offered his thanks to Dr Brewerton and wished her every happiness in the future.

ATC advised that her morning sessions have been covered and confirmed the weekly GP cover as follows:

Day Full day GP Morning GP

Monday Dr Miller (M) Dr Cannon (F)

Tuesday Dr Heal (F) Dr Cannon (F)

Wednesday Dr Baseley (M) Dr Fyfe (F)

Thursday Dr Fyfe (F) Dr Cannon (F)

Friday Dr Baxter (M) Dr Fyfe (F)

Saturday Dr Cannon (F) + Nurse - mornings only

It was agreed that the revised GP cover list will be published in the “Yellow Pages” – BOC will forward.

Following on from the last PRG meeting, the list of questions to form a survey were agreed by those present. 14 questions in total (7 general and 7 clinical). It was agreed the survey will run for 2 months from June 2018. ATC will create survey in paper form and also use an online tool such as survey monkey to facilitate on-line users to complete. ATC/GW will collate results and will form the discussion at our next meeting. Those present felt the survey contains a variety of questions that would facilitate and identify areas that are priority to our patients. Full results will be made available to all patients.

DM raised a query with the telephone system – patients are pressing options on the telephone system and it would seem that callers are then getting the ring tone and hanging up as they feel their call could be stuck in a loop. ATC agreed to investigate this and upgrade the telephone system to include a “place in queue” option on the telephone system so callers were aware that they are in a queue and not stuck in a telephone loop.

Date of next meeting: Tuesday 4th September 10.30 am – Council offices