

MINUTES OF PATIENT FORUM MEETING 15.2.17

PRESENT: SB DB LT TR MK

1. Apologies from ML
2. Correspondence-none outstanding
3. Review of minutes of previous meeting –no updates
4. Staff Changes:
 - AA has left replaced by CB
 - 2 new nurses JR and YC
 - SB will be going on mat leave
 - CJ has resigned
5. CQC report:
 - Patient forum members were very happy with it
 - Areas for improvement have already been dealt with (Nurses and LD)
 - Patient Forum members suggest it should be publicised by a large banner outside the surgery and also a noticeboard inside
 - They agree that pts will be most interested in the ‘caring’ and ‘responsive to patients’ aspects of the report and suggest these could be summarised into a poster
 - They noted that the GP survey report shows room for improvement –when will the next one be available
6. Chair for next meeting 17.5.2017 SB
7. AOB-how are patients selected for the FFT text message. LT has had several texts and is wondering if pts may stop answering even if they are happy with the service.