

Canon Street Medical Centre

Dr B V Modi

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Minutes from Patients' Forum Meeting held on Thursday 20th March 2014

Attendance:

Dr. B Modi, Mrs. M Modi, Mrs J Walker, Ms Shiels, Mrs Richards

Apologies:

Mrs Carr & Mr Richards

1. The action plans from the Patients Satisfaction Survey were finalised. The results were discussed and the action plans agreed were as follows:-

Action Plans for 2014/2015

- 1) *Role of District Nurse needs to be laid out in Newsletter and website - July 2014 Action Mukta*
 - 2) *Practice has hearing loop facility, need to train practice staff - June 2014 Mukta*
 - 3) *New Noticeboard with clinical staff & non-clinical staff names and roles – July 2014*
 - 4) *Need to contact cleaner to ensure the skirting boards are cleaned properly - Action in place from February 2014 Mukta*
 - 5) *In next year's survey disabled patients need to be involved in patient satisfaction survey – Action by Mukta February 2015*
 - 6) *More information for patients to be informed about obtaining results over the telephone. Appointment cards need to be printed with the times when patients can call the surgery to obtain their results; this needs to be put onto the website and Summer Newsletter, staff to be trained,- Action by July 2014 by Mukta*
2. MM informed the group that staff were not happy to have their photographs displayed and it was therefore agreed that staff names and their roles will be displayed instead.
 3. It was discussed and agreed that in future patient satisfaction surveys, different age groups and disabled patients will also be included. These will be printed on different coloured paper.
 4. Cleanliness was discussed and MM will arrange for the skirting boards to be painted.
 5. In the next Newsletter patients will be congratulated on keeping their appointments and also that there were no A&E attendances from the patient satisfaction survey.

Date of next meeting: Tuesday 8th April 2014 at 7pm

Signed

Mrs J Walker (Chair)

Dated
