

WESTOVER PATIENT FORUM MEETING - 26 FEBRUARY 2018

MINUTES

Present: Dr Richard Williams
Dr Sally Edmonds
David Whitworth
Sharon Tedstone
Steve Burrows
Douglas Thackray
Stephen Willoughby

Apologies: Nicki Sweeney
Jenny McIvor

1 INTRODUCTION

Richard Williams welcomed the group and outlined its objectives

2 ORGANISATIONAL UPDATE

Update on recent changes to Doctor, Nurse and Admin teams.

- Dr Alan Toomey is replacing Dr Emmie Carter as maternity cover
- David Whitworth has left the position of Practice Manager
- Debbie Cummins will take over the role.
- Daisy Beckett is the Reception Team Manager
- Recent apprentices have been confirmed in roles and have strengthened the team

3 PREMISES

- Proposed NHS funding for replacement building at Westover has been withdrawn
- Agreement that focus needs to be on improving and extending Westover facilities
- Preference to maximise core services at Westover rather than split over 2 sites
- Forum expressed desire to maintain District Nurse team at Westover
- Richard Williams described current plans for Westover - hopefully during Spring
- Target is 8 consulting rooms at Westover
- Stephen Willoughby asked that wheelchair access to front door to be improved

4 SURVEY AND WESTOVER FEEDBACK

- GP Survey results discussed
- Agreement that good in some areas but improvements are possible and targeted
- Positive feedback from patients on:
 - Telephone system
 - Manner of Receptionists
- Request for more pre-bookable telephone appointments to be available
- Patients expressed preference for current system rather than "Telephone Triage"
- Westover is the best surgery for providing home visits to Nurse/Care homes

5 OTHER

- Request for Open Day / Party at Westover
- Suggestion of a Fish tank for the Waiting Room.

6 NEXT MEETING

- Next meeting planned in 4 months time (June)