

Patient Group Report 2013 -14

1. Meetings

The group continues to meet regularly. Meetings take place 8-12 weeks apart and a new meeting time is arranged at the end of each meeting. Members other commitments require this flexibility.

Meetings were held on 21st May, 22nd July, 18th November, and 10th March.

2. Members

There is currently a group of 6 registered patients, 3 male and 3 female, 4 White British and 2 South Asian, 3 in the 36-64 age range and 3 over 65.

3. Representation

The group has been advertised in waiting rooms, through consultations and on the website. Flyers are given out including the dates of future meetings, which are in an evening to accommodate those who work. The group have a dedicated notice board in the waiting area. It remains difficult to attract younger members largely due to timing issues.

4. Survey

The results were considered to be generally good, with an 84% overall level of satisfaction. The group felt that there were still issues with appointments (not enough) and had concerns about the number of DNA's. More text message reminders was suggested.

5. Newsletter

The first newsletter was issued in the autumn of 2013, and is included on the website. This was initially intended to be six monthly, but the group recently concluded that three monthly would be preferable. There was a good response from patients to the newsletter.

6. Other areas discussed

- 111 was felt to be initially a problem but seems to have improved
- Helpline contact numbers to be displayed on call screens (actioned)
- Promotion of on line services – the appointment system seems to work better with on line booking
- More appointments have been provided which has also helped.

7. Priorities identified for 2014-15

- Continuation of the newsletter
- Expansion of group membership
- Linking with other patient groups in our community and the CCG