



Practice meeting Thursday 17th January

Many thanks to everyone for giving up your lunch time. We hope you had fun.

Brief summary of the meeting

Twenty members of staff were present representing all aspects of your team. We discussed 24 features of general practice and whether you would be interested in finding out what patients at St Martins Practice think of these features and which ones you would like to know if people want to see change. You grouped these features into 'yes, you'd be interested to know what patients think' (green), 'maybe' (orange), and 'no, you wouldn't be interested, or would not be prepared to change the feature' (red). I have put your results into a table (see below).

Yes/green	Maybe/orange	No/red
1. How long your appointment lasts 4. How you can talk to the doctors and nurses 8. How the doctors and nurses treat you 9. How well the doctors listen and pay attention to you 10. How involved you are in making choices about your care 12. How often community groups and lifestyle activities are suggested 14. How you are supported to manage your own health 19. How many services are offered by the practice 21. How interpretation services are provided 23. How the receptionists treat you 30. How the staff respond to feedback and complaints	2. How many days you wait to get an appointment 27. How often you are asked about your experience at the practice	5. When you can have an appointment 6. How easy is it to get a home visit 7. How easy it is to book an appointment 11. How many problems you can discuss in your appointment 15. How well your doctor or nurse knows your medical history 17. How often you get your choice of doctor and nurse 20. How much patients are charged for requests for letters of support 22. How the practice treats different groups of patients 24. How well the practice protects your privacy at reception 25. How warm, clean, and tidy the environment is ----- Initially in orange and moved to red 16. How well your doctor or nurse knows you as a person

In general, you were interested in many of the features, and interested to know what patients think about them. Features mainly went in the 'red' pile if you did not think it is currently possible to change them with the resources available to the practice. As a group you used hand waving to show agreement with decisions.

What happens next?

We will now combine the features in your 'green' pile with those in the patient groups 'green' pile. We will hold another meeting with both patients and practice staff on the 31st January. At this meeting we will ask those present to vote on their top 5 features that you would like to put to patients in a survey asking about how they would like to see the practice change in the future. We will then produce the survey to give out to patients at St Martins Practice to complete. We hope the patient group will help to distribute the survey and we will be putting on some training in February to support you to do this.

If you cannot attend the meeting on the 31st, you can still vote for your top 5 attributes by completing the short survey here:

Next meeting date: Thursday 31st January 12.30-13.30

Thanks again for your time and making it a really enjoyable meeting.
If you have any comments or questions please get in touch with me.

Please feel free to reflect on the 1 hour meeting and include it in your appraisal

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