



Meetings/events feedback form

Date of meeting: 29/11/2010

Title of meeting: Patient Panel Meeting Newcastle Rural

Audience: 7 members of the panel made up of local residents and the Practice manger Julie Watkins

LINK representative(s) attending: David Loades

LINK representative completing feedback form: David Loades

Rationale (*Why are we attending the meeting event*). Note – if you are delivering a message/presenting re: what the LINK is about this needs to complement the standard presentation. If not provide details of message given.

To get information and feedback from local resident patient panels and to communicate with GP's and GP staff.

What were the main issues to come out of the meeting/event from the LINK perspective? (*List between 1 and 6 bullet points would be helpful*).

- 1) *Booking appointments confusing and difficult to work for some older customers*
- 2) *Concern over spread o services as a result of local budgets for GP's confusion*
- 3) *Detail look into the local Involvement in LINK*
- 4) *Surgery open day in January LINK to be involved*
- 5) *PCT future*
- 6) *Enter & View Information*
- 7) *What will Health Watch do*
- 8) *Engaging patients in Projects*
- 9) *Plus other general housekeeping points*

Action Points/How can the LINK help? (*Bullet points re: what, if any, requests for LINK help were received and from who plus who needs to follow up?*) This was a very positive meeting and I took the opportunity to hand out details on the LINK and to discuss it objectives using the standard presentation with some adaption concerning the involvement of local people into the LINK. It was agreed that all members of the Patient Panel will join LINK as volunteers. Two members expressed interest in becoming involved in the Enter& View process. They will send their details via our web site. A long discussion took place over the concerns about how will services be equally spread around GP groups when the Gp's themselves did not want change in many cases. The conclusion of the group is that as per normal the GP's will come under a controlling wing of the NHS. I was involved in this debate but insisted we would have to let the process take its course and we all would need to be kept up to date. The Group are going to put together a project to get feedback on NHS services with the use of the LINK documentation and also to enable the panel to look more closely at home. All in the meeting are prepared to help with any work concerning age related illnesses, but many were concerned as to how we get the younger generation more involved the age profile of the panel was between 32 and 78.