

Chorleywood Health Centre

Patient Group Meeting

01.12.24

Notes

Venu: Chorleywood Health Centre

Present: JF, MB, JY, UB, GR

Apologies KP

1.	Welcome with the Chair and Housekeeping
2.	Presentation by Chorleywood Health Centre <ul style="list-style-type: none">• Jo presented the quality Improvement work that Chorleywood has been doing.• See slides
3.	From the discussion and feedback section the following ideas were suggested <ul style="list-style-type: none">• Practice Team - Information relating to the practice team and their specialisms.• Patient Services Page on our website - describe each of the services e.g. First Contact Physio, Minor Illness• Obtain Preferred Method of contact to help reach patients.• Community Notice Board for local services
4.	A discussion was had about how the patient group could assist with some of the work. Jo asked if the group could provide feedback on the following areas. <ul style="list-style-type: none">• Our new look website www.chorleywoodhealthcentre.nhs.uk and how easy it is to navigate to the key areas.• Communication in relation to how patients can access our services.• Communication - Patient engagement and feedback - general. It was suggested we could do an online patient group meeting where we share the work we have been doing and some of the challenges etc.
5.	Patient Group Next Steps <ul style="list-style-type: none">• Jo to circulate the presentation to the group.• Group to provide feedback as per step 4.• To meet again in January once the group has had the opportunity to reflect on the work that we are doing and the presentation slides.• Agree date for wider patient group online meeting.
6.	Next Meeting <ul style="list-style-type: none">• Suggested date: Friday 26th January 2024 1pm