

MINUTES OF PATIENTS' CONSULTATIVE GROUP MEETING

THURSDAY 2nd February 2012

Present:, Dr Jasper, Tracy Keogh Practice Manager, Noel Urwin, Vera Vipond, Kate Dawson, Linda Oram, Choi Kim, Edward Glynn, Angela Green, Brian Mathews, Brian Corbett, Susan Gifford, Biman Ghosh, Robert Burtwell

Apologies for absence:, Dr Cockell, Dr Cashman, Dr Sanderson, Simon Brown, John Thirkell, Annie Curtis, Gerald Kelly

Minutes of last meeting: Approved

Matters arising:

Members Experience:

- CUH – parking charges – member informed the group if you are visiting a patient on a long term basis that you can approach the ward for a discounted parking permit.
- Purley Hospital – appointment times were very good.
- CUH Eye Department – long delays – Tracy advised the member to report this matter to the hospital directly.
- Richard Parker – Director of Operations – is very keen to hear any problems you may have been experiencing at CUH.

Practice Developments:

- Plan this year is to carry out some remedial work at the branch surgery.

NHS Changes:

- Consortium – we are now one and will be merging with SW London, Kingston, Richmond, Merton, Sutton and Wandsworth.
- Referrals – Choose and Book – Dr Jasper explained that as a practice where possible we would offer the patient the choice to seek treatment where the patient wanted to be seen. Dr Jasper explained that there are now “Pathways” which the Gp’s should refer patients, by using these “Pathways” it removes the choice but enables patients to be seen locally at a reduced cost to the primary care trust.
- Our 3 Patient champions are yet to meet with the Cluster Manager. Tracy will contact the relevant managers for feedback.

Practice Profile:

- Noel Urwin explained how the profile was interpreted as we have now had new members to the group. Practice performance was discussed and on the whole it was felt that the practice had done an excellent job this year.

4 areas were discussed – Child Health and immunisations, Cancer, patients dying at home and carers. Dr Jasper explained that we actively recall all parents for their children to be immunised against Measles, Mumps and Rubella and that it was the parents choice if they did not want their children vaccinated.

Dr Jasper explained the rise in Cancer was down to patients being diagnosed and that the rise was higher than the Croydon average due to our patient prevalence.

Patients' dying at home this was a new indicator this year and this reflects patient choice.

Carers – this also was a new indicator, these are coded on our system, Tracy explained that there is additional information on the website www.farleymedical.co.uk in relation to carers, news letters are also placed in both waiting rooms.

Any other Business

- Suggestions for the group were:-
 1. Can patient's text in to cancel their appointments – Tracy updated the group that she is hoping to run a pilot with NHS Mail and the primary care trust.
 2. Meeting in a bigger venue – general consensus for holding the meeting in St John's Hall was positive.
 3. Virtual Group – Tracy informed the group that she now has 30 new members to the Virtual Group, the age range is mixed and we welcome new members to this service.
 4. News Letter – Tracy would like some new suggestions for this months News letter – Noel Urwin will do a small piece on the Patient Group. It was agreed that we will keep promoting the services of the practice within the news letter.
 5. Mr Simon Brown has resigned from the patient group as he feels that he is unable to participate on a regular basis

Date of next meeting - Thursday 3rd May @ 6.30pm
Venue St Johns Hall, Upper Selsdon Road - CONFIRMED