

MINUTES OF PATIENTS' CONSULTATIVE GROUP MEETING

Thursday 17TH OCTOBER 2013 @ St Johns Hall, Selsdon

Present:, Tracy Keogh Practice Manager, Noel Urwin, Kate Dawson, Linda Oram, Martin Fidler, Brian Corbett, Vera Vipond, Linda Myles, Choi Kim, Biman Ghosh

Apologies for absence:, Dr Jasper, Dr Cockell, Annie Curtis, Susan Gifford, Colin Burtwell ,Brian Mathews

Minutes of last meeting: Approved

Matters arising:

Members Experience:

- This meeting we focused on the patient survey that was taken over the month of August 2013. All concerned had seen and read the document and it was agreed that we would focus on the areas that were raised
- We noticed that compared from last year we had a relatively small number of responses on 194 and it was agreed that if there was a survey to be carried out again next year that we would choose the month of October this time. The PPG also felt that if there was another survey for next year that they would agree and put the survey together themselves
- Question 3 & 4 – length of time to wait for an appointment/convenience of the time of your appointment, overall the PPG felt that the surgery gave a good service and they didn't feel there was any area of concern, the surgery is open from 8am – 6.30pm Monday – Friday and we offer late night surgery on a alternate Tuesdays, every Wednesdays and most Saturday mornings. Patients are able to email the surgery and leave messages for the doctors or nurses to call them back.
- Question 8 – being able to speak with a doctor or nurse on the telephone, 52% said no experience and 15% gave good feedback, it was agreed that the surgery would proactively advertise that patients can call and speak to the doctor/nurse for advice at any time.
- Question 23 – on line appointment system – 30% said they use the on line appointment system and 58% said they didn't, again it was agreed that the surgery would proactively advertise the use of having access to book your appointment's on line.
- Question 23b – do you prefer to book on the day or in advance – again a straight split 37% each for book on the day and book in advance, 26% gave no answer, the surgery now has around 11300 patients across both sites, we have noticed that patients expectations have changed over the years. The surgery has therefore changed how we offer appointments and

patients can now book their appointment's 4 weeks in advance or book on the day if they wish to do so. To date we have found that patients seem very happy with this arrangement and we have been able to meet the needs of appointments when the patients have called in.

- Question 24 – test reminder service – 40% of patients use the system, 46% have not signed up, again we felt that we could proactively ask patients to sign up to this service

Practice Developments:

- We will soon be introducing “Electronic Prescribing Service” this will enable patient's prescriptions to be sent electronically to the chemist of their choice.
- Purley Hospital Urgent Care is open again Monday – Sunday 8am 8pm for minor illness, medical problems not life threatening

NHS Changes:

- CCG – Clinical Commissioning Group, this has now come into effect, the CCG will handle the money and health resources for Croydon patients. We have now been split into 6 clusters which will enable us to look at provision of services that will meet the needs of our patients locally. Currently there is a 20 million overspend at present

Any other Business

1. Disabled Bays – these have now been installed at both sites
2. New male GP – We welcome Dr Louis Akindele to the surgery, he has already started, Dr Hough left us and is now working at Kings college Hospital

**Date of next meeting - Thursday 30th January 2014
@ 6.30pm**

Venue St Johns Hall, Upper Selston Road - CONFIRMED