

MINUTES OF PATIENTS' CONSULTATIVE GROUP MEETING

Thursday 11th April 2013

Present:, Dr Jasper, Tracy Keogh Practice Manager, Noel Urwin, Linda Oram, Colin Burtwell, Martin Fidler, Choi Kim, Brian Mathews, Brian Corbett, Biman Ghosh

Apologies for absence:, Dr Cockell, Vera Vipond Annie Curtis, Kate Dawson, Susan Gifford

Minutes of last meeting: Approved

Matters arising:

Members Experience:

- Would it be possible for the other gp's to attend the meeting along with Dr Jasper – Tracy will feed this back to the staff.
- Mr Burtwell went along to the Croydon Governing Board meeting that was recently held.
- 2 lay members will be attending the meeting led by the CCG asking for patient's views and feed back.
- Flu jabs – the group were interested in the update from last year as we had not sent out reminder letters this year. Tracy explained that on the whole we were just a little down but with SMS text reminders and emails to patients that on the whole patients who were offered the flu jab did book.

Practice Developments:

- New computer system will be installed from July 2013
- The surgery will be looking at alternative ways of providing a service as it was felt the current system needs to be looked at due the volume and demand of appointments, especially on the day. Monday and Tuesdays seem to be the 2 most demanding days for appointments.
- It was noted that email would be a possibility to communicate with patients for results.

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

Practice Profile:

- This years practice profile was discussed with the group, on the whole the group were happy with the results, a couple of the members wanted to make the following comments which Tracy will feed back to the designers. There were no immediate changes that the group felt the surgery had to make.

Page 6 – colour spectrum could this be changed as too many blue colours used

Page 22 – Referral rates the group thought this didn't really give enough information

Page 31 – Cancer stats, again it was noted that it was too general and it would have been helpful if this again was broken down as to what types of cancer

- **Any other Business**

1. Disabled Bays – it looks like these have now been passed and an additional bay with be next the the one already in Queenhill Road and there will be a new bay for patients attending Forestdale Surgery.

Date of next meeting - Thursday 25th July 2013 @ 6.30pm

Venue St Johns Hall, Upper Selston Road - CONFIRMED