

# MINUTES OF PATIENTS' CONSULTATIVE GROUP MEETING

## Thursday 13<sup>th</sup> September 2012

**Present:**, Dr Jasper, Tracy Keogh Practice Manager, Noel Urwin, Kate Dawson, Linda Oram, Susan Gifford, Colin Burtwell, Martin Fidler, Biman Ghosh, Vera Vipond, Choi Kim

**Apologies for absence:**, Dr Cockell, Dr Cashman, Dr Sanderson, John Thirkell, Gerald Kelly, Angela Green, Brian Mathews, Brian Corbett, Annie Curtis

**Minutes of last meeting:** Approved

**Matters arising:**

**Members Experience:**

- Croydon Walk In Centre – group member wanted to feed back that he used the centre for a minor ailment and he found it very impressive and the staff very polite and professional, he also commented on a well stocked pharmacy

**Practice Developments:**

- Refurbishment of Forestdale has now been completed.
- Dr Sanderson the senior Partner will be retiring on 4<sup>th</sup> March 2013 after many years of service.
- Meetings with SLAM – South London & Maudsley Trust for Mental Health – has proved to be very successful in the surgery for our patients.

**NHS Changes:**

- Contract Reviews – All doctors' surgeries in Croydon have all now been reviewed under the proposed new contract. The majority of the surgeries have lost a substantial amount of money, which could lead to a change in the services they provide.

CQC – Care Quality Commission – this is a new piece of government legislation. This will be a requirement for all GP surgeries, Dentists, Hospitals and Care Homes. CQC has been put in place to ensure the quality of care for patients and that staff are all fully trained in their roles. If you would like further information then please visit [www.cqc.org.uk](http://www.cqc.org.uk)

- Pathways – Dr Jasper explained that all patients are now referred down the route of a “Pathway” rather than a straight forward referral to the hospital consultant.

## **Practice Profile:**

- Practice Survey – this year I feel we out did our selves in getting 697 patients to fill in the practice survey on line and in the surgery. May I take this opportunity to say a big thank you. The survey was discussed at length and on the whole the group felt that there wasn't any particular area that we could improve on. Tracy Keogh the Practice Manager will look at ways of asking patients would they like to sign up to the "Text Reminder Service" and our "On Line Appointment Service" . No further action plan needed to be carried out but for us to carry on with the same service.
- Flu – this year the Department of Health has decided not to pay for postage. We have taken the decision not to send out letters due to the cost and we will therefore be contacting patients by way of the website, on the prescriptions, on our website, at the self check in and by text and email. We will of course review this each month.
  
- **Any other Business**
  1. Mr Edward Glynn had decided to resign from the patient group.
  2. Website – this has now been updated
  3. Telephone system – this has now been installed; patients can leave a message to cancel their appointments.

**Date of next meeting - Thursday 10<sup>th</sup> January 2013 @  
6.30pm**

**Venue St Johns Hall, Upper Selston Road - CONFIRMED**