

# **MINUTES OF PATIENTS' CONSULTATIVE GROUP MEETING**

## **Thursday 25<sup>th</sup> July 2013 @ St Johns Hall, Selsdon**

**Present:**, Dr Jasper, Tracy Keogh Practice Manager,  
Linda Oram, Martin Fidler, Brian Corbett, Vera Vipond, Linda Myles

**Apologies for absence:**, Dr Cockell, Annie Curtis, Kate Dawson, Susan Gifford,  
Noel Urwin, Colin Burtwell Choi Kim, Biman Ghosh , Brian Mathews

**Minutes of last meeting:** Approved

**Matters arising:**

**Members Experience:**

- Signage at CUH was very misleading for the day surgery, but feed back was very positive
- Member raised to our attention that a letter that was sent in to the surgery had not been actioned correctly, Dr Jasper explained the procedure re medication issues and apologised to the member.
- Dr Jasper explained that patients now register to the surgery rather than a doctor at the surgery, when you have a hospital appointment please inform the doctor who you would like the letter addressed to.

**Practice Developments:**

- New computer system has been installed and all went very well, we would like to thank our patients for being so supportive.
- We have already made changes to the appointment system, patients will now only be able to book 4 weeks in advance and there will be more appointments for patients to book on the day.
- The practice survey is now up and running for the month of August, we will be asking patients their opinions about the running of the surgery along with feedback on appointments.

**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 – it looks like these have now been passed and an additional bay will be next to the one already in Queenhill Road and there will be a new bay for patients attending Forestdale Surgery.
2. Emails – there was some confusion re the agenda, minutes, newsletter and survey, some of the patient group received these and some did not. I have re emailed them again to all the patient group – any problems do please contact me.

**Date of next meeting - Thursday 17<sup>th</sup> October 2013  
@ 6.30pm**

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