

MINUTES OF PATIENTS' CONSULTATIVE GROUP MEETING

THURSDAY 20th October 2010

Present: Dr Lyell, Dr Jasper, Tracy Keogh Practice Manager, Noel Urwin, Vera Vipond, John Thirkell, Robert Burtwell

Apologies for absence: Drs Sanderson, Cashman & Cockell, Sharon Vipond, Kate Dawson, Simon Brown, John Beardsall,

Minutes of last meeting: Approved

Matters arising:

Members Experience:

- Welcome to our new members
- Group all felt that the Newsletter was a success and would like to see a couple a year, also as we now have some additional new members if I could advertise for more women to come forward to join.
- Feedback on reception was good along with getting through on the telephones and obtaining repeat prescriptions.
- Group members have found access via the phone and the online booking system very good for appointments.
- Blood tests along with flu appointments are now available to book online, but we are not able to offer Nurse Appointments on line due to varying times for different appointment slots.
- Mayday A & E – group felt that the department was poor, waiting was too long, Dr Lyell explained that in some cases patients that visited there should have been seen at their own GP surgeries which causes delays
- Mr Thirkell felt that the letters from Mayday were in a muddle and took too long from Mayday to write to the patients, Dr Lyell explained that at the surgery certain key members have access to PAS which enables us to see relevant information if needed, Dr Lyell also informed the group that Mayday will be discharging patients back to us who were due to be seen in a years time by the consultants, this is due to financial costs

Practice Developments:

- All gp's have 10 minute appointments apart from urgent surgeries

- Dr Jaitly leaves to have her baby in October and will return in July 2011. A suitable replacement has been found and will start in November. Practice Nurse Marta has had her Baby Girl and will return to us in March 2011.
- Our new ultrasound machine has been delivered; this will not replace ultrasound appointments with Mayday.
- Summary Care Records – SCR's – these will be up loaded to the national spine sometime around November/December time. AT present the only information relating to your medical history that will be uploaded are current medications and drug allergies.
- Referrals – Dr Jasper explained that you must see your GP first for a private referral as you cannot be seen privately without one.
- Tracy has asked the group members to give feedback on NHS choices website.

NHS Changes:

- PCT will be no longer after March 2013, GP's will form commissioning groups for secondary care and to run budget's and purchase hospital care for our patients. At present there are 2 groups in Croydon but this may change, the idea behind these groups is to give the GP's a choice of service, more control and better quality but with this we will have less money to do what is currently being done by the PCT. We are still unsure what roles we are to be taking on and what roles if any will be lost by the change. What has been agreed is that the surgery will always put its patients first.
- Dr Jasper & Dr Lyell updated the problems they and their partners were experiencing with Mental Health in referrals and time that it takes for patients to be seen by the team. Mr Urwin will take this feed back to SLAM.

Any other Business

Mr Urwin would like a patient talk on Mental Health, Tracy will contact Selsdon Park Surgery and find out what details are needed and will inform Mr Urwin

Date of next meeting - Thursday 27th January 2011 @ 6.30pm