

MINUTES OF PATIENTS' CONSULTATIVE GROUP MEETING

THURSDAY 8th July 2010

Present: Dr Lyell, Tracy Keogh Practice Manager, Noel Urwin, Kate Dawson, Sharon Vipond & Vera Vipond, John Thirkell

Apologies for absence: Drs Sanderson, Jasper, Cashman & Cockell,

Minutes of last meeting: Approved

Matters arising:

GP Commissioning – the group wanted to know a little more about this but at the time we were unable to give them any details as the “White Paper” had not been published. Dr Lyell did explain that the “Access” target of getting an appointment within 48 hours has now been dropped, but no further information was available re the required opening hours as of yet. Dr Lyell informed the group that we were part of “Croydon Federation” which has enabled patients to be offered MRI and Ultrasound scans appointments within 3 weeks rather than the 4 month waiting list at Mayday

Website & Practice Newsletter – Tracy had asked all the members to have a look at our up to date website and has asked for feedback. It was also agreed that a newsletter needs to be drafted as the last one done was March 2009. Mr Urwin will email Tracy with a list of suggestions and ideas so a newsletter can be put together asap. www.farleymedical.co.uk

Croydon Federation Patient Partnership Group – Tracy had emailed all the team as the Selsdon Park Medical Practice is looking for 1 representative from each of the Patient Group to sit on a board within the Federation to obtain patients views for the services and proposed services within Croydon. Mr Urwin has expressed an interest in being this person and Tracy will contact them to see if Dr Trompetas can give Mr Urwin some additional information relating to this.

New Memebbers – it was agreed that we need to advertise for new members to join the group, Tracy has given Mr Urwin 2 names and numbers and Mr Urwin has agreed to contact these prospective members.

Patient Survey – looking over the results from the feedback it seems our patients are unaware of the extended hours that we cover and Saturday morning surgery – Tracy will do some additional posters to let patients know.

Any other Business

Portable Ultrasound Machine – we have been extremely lucky that one of our patients wanted to purchase an ultrasound machine for the practice for our patients; this has been placed on order and as soon we have received this we will contact the local paper to publish the good news.

Date of next meeting - Thursday 21st October 2010 @ 6.30pm