

MINUTES OF PATIENTS' CONSULTATIVE GROUP MEETING

THURSDAY 6th OCTOBER 2011

Present:, Dr Jasper Tracy Keogh Practice Manager, Noel Urwin, Vera Vipond, Martin Fidler, Kate Dawson, Linda Oram, John Beardsall. Annie Curtis, Choi Kim, Edward Glynn, Angela Green, Gerald Kelly, Brian Mathews, Brian Corbett

Apologies for absence:, Dr Cockell, Dr Cashman, Dr Sanderson, Simon Brown, Robert Burtwell, John Thirkell, Biman Ghosh, Susan Gifford

Minutes of last meeting: Approved

Matters arising:

Members Experience:

- We opened the meeting with the sad news that Dr David Lyell had passed away on 30th September 2011. All patients have been invited to the service at St Johns on Thursday 13th October 2011 @ 2pm. The surgery will be closed for the afternoon only.
- Welcome to our new members Angela Green, Gerald Kelly & Brian Corbett
- Group member has asked whether the system is able to dial out for a automated service to remind patients of their appointments to their land lines – Tracy will look into this and will feed back to the group.
- Hand Gel – would this be possible to relocate as it was felt that patients were not using this to the best of its advantage at its present site – Tracy will see if there are any other sites to place additional units.
- Flu appointments – these are now available to book in the surgery along with the website. Dr Jasper explained that we are holding flu clinics in normal working hours during the day along with additional clinics on a Saturday. At present there are just over 3300 patients eligible for the flu vaccination.
- Croydon University Hospital Outpatient Appointments – on the whole it was felt that the experience was not satisfactory, with appointments taking too long and the need to keep chasing for an appointment. Dr Jasper advised the group that the best way to bring this to the hospitals attention is to write directly to the complaints department or your local MP.
- Good feedback was given on the website, the group member found the information to be informative along with the videos.
- It has been asked if an “Out of Hours” notice can be placed on the door to inform patients as to where to go when the surgery is closed. It would also be helpful to know what can be treated and how to get there.
- Group wanted clarification on who they should say is their GP when asked at the hospital. Dr Jasper explained that it would be more beneficial if you asked the doctor to write back to the GP who referred you in the first instance.

Practice Developments:

- Feedback on the Practice Survey – Tracy is still receiving these in via the website. Feedback has been very positive.
- We welcome 2 new members of staff to the team, Dr Lucy McDonnell will be joining us and will be here on Tuesday, Wednesday and Thursday. Michelle Roberts has joined the nursing team and will be working on Monday, Wednesday and Fridays.
- List changes - the group wanted to know how Dr Lyell's patients will be re registered at the practice. Dr Jasper explained that these have been split up between the remaining 4 partners, but at the surgery we hold an open list and you can see which ever GP you wish to see.
- Members wanted a little more understanding on how the computer system worked within the practice along with how patients are called in for reviews. Dr Jasper explained that when a diagnosis is put on the patients notes this triggers a prompt which allows the GP to see what tests need to be carried out on the patients. At the surgery we routinely call in patients who have a chronic disease and will need routine appointments

NHS Changes:

- Croydon Healthcare Consortium – we will now be joining Croydon 4 Croydon consortium.
- Our 3 Patient champions are yet to meet with the Cluster Manager. A meeting had been arranged but had been cancelled and the champions would now like a new date to be set – Tracy will chase for a new date.

Any other Business

- Suggestions for the group were:-
 1. Comments Box in reception – shared with the prescription box
 2. Can patient's text in to cancel their appointments – have asked if this service can be looked in to.
 3. Sign re Hand Gel
 4. Meeting in a bigger venue – Tracy will try and book St John's Hall.
 5. Virtual Group – Tracy would like to see if patients would be interested in participating in a virtual group along with building a database of email addresses for patient information.

Date of next meeting - Thursday 2nd February @ 6.30pm
Venue St Johns Hall, Upper Selsdon Road - CONFIRMED