

MINUTES OF PATIENTS' CONSULTATIVE GROUP MEETING

THURSDAY 7th July 2011

Present:, Dr Cockell, Tracy Keogh Practice Manager, Noel Urwin, Vera Vipond, Robert Burtwell, Martin Fidler, John Thirkell, Kate Dawson, Linda Oram, Biman Ghosh, John Beardsall. Annie Curtis, Kim Choi, Edward Glynn

Apologies for absence:, Dr Jasper, Dr Cashman, Dr Sanderson, Dr Lyell, Brian Mathews, Simon Brown

Minutes of last meeting: Approved

Matters arising:

Members Experience:

- Welcome to our new members Kim Choi, Annie Curtis and Edward Glynn, Sharon Vipond has decided to leave due to family commitments and we wish her well and thank her for all her contributions.
- A couple of the patient group members have raised an issue when booking on line appointments that they thought they had confirmed their appointment to turn up to the surgery to find out the appointment wasn't booked. Also browsers it was noted that other browsers do not work so well with on line appointments – Tracy will discuss this with the team.
- Patient Group Member's felt that the service we offered was an excellent service, they were impressed with phlebotomy being available every day and not having to go to Mayday and pay parking. Mr Urwin noted how good the website is and to urge other members to have a look at the information on the website www.farleymedical.co.uk
- Mr Ghosh wanted to know a little more about feedback from when you are seen at hospitals; Dr Cockell informed him that any tests that are carried out at hospitals we do not see unless a copy has been sent to the surgery. When the discharge letter has been typed then a copy always goes to the patient. All patients are monitored here at the practice from any underlying condition to a review of their medication.
- IAPT Survey – Tracy updated the group on the feedback and will check to see if this consultation could be emailed to you to have a read through, if not I will pick out what I feel is relevant to update you further.

Practice Developments:

- Feedback on the Practice Survey, the group had changed some of the questions this year. The general response was that the patient group were please with the response but felt that on question 2 & 10 the wording will need to be changed as they felt it was confusing for most patients.

NHS Changes:

- Croydon Healthcare Consortium – 3 of our patient group representatives have been asked to join the consortium to represent patient choice and feedback, Mr Noel Urwin, Mr Biman Ghosh and Mr Robert Burtwell will take up this challenge and will feedback at the next meeting.

Any other Business

- Suggestions for the group were:-
 1. Comments Box in reception
 2. Can patients text in to cancel their appointments
 3. Sign re Hand Gel
 4. Meeting in a bigger venue
- New newsletter to be created, suggestions please, will highlight DNA's, please email me with any ideas you may have.
- Tracy will discuss these suggestions with the partners and will feed back to the group.

Date of next meeting - Thursday 6th October @ 6.30pm