

PATIENT PARTICIPTION MEETING

THURSDAY 7th MARCH 2018

PRESENT:

Practice:

Louise Armstrong – Practice Manager (Acting)

Karen Partridge – Reception

Sally Beck - Reception

Patients:

Mr A Johnson Mrs A Boyd Mrs Khawaja

Mrs Goble and Mr P Farrelly.

Apologies:

Madhu Mohan Practice Manager

Dr Suryani GP

Mr Darling (Patient)

The purpose of this meeting was to reassure patients that even though changes have taken place, we are still striving to improve the surgery. Also what the patient concerns are so they can be addressed.

Patients wanted the new telephone messages to be updated and clearer to understand which is in place, Also Reception screens – can we have more suitable DVDs Mr Johnson thought they were too medical inclined eg. more local information.

In response to our last meeting Extended Access at Winyates Health Centre is running every 6 -8 weeks for our patients. Eventually all 22 surgeries in the area will be expected to also run extended hours. This service doesn't include blood tests etc. as it would be too late for lab collections. This was explained again to the group.

In response to last meeting Dr Suryani has employed a Phlebotomist for two hours on a Thursday morning 8.30am to 10.30am. which has been very successful for our working patients. We have filled the positions for another Nurse and HCA for Thursday/Friday of each week. We explained that although we have two new nurses they can only do certain procedures.

Opening times notice to be put on front door.

Woodrow Medical Centre is now closed and as a practice we are taking on new patients at moment we have taken on about 500 new patients but assured the group this would not have an impact on patient care. The more patients we take on the more services we can provide ie

Insulin Management

Diabetic Nurse

Also an increase in Drs and Locum we now have two Locum Drs one of which is a Lady Dr.

As a practice we are trying to move patients onto online access for prescription request and blood test results to cut down on phone calls to the surgery.

Mjog service will continue to send text message reminders to patients We discussed the amount of DNA the surgery has every month that we monitor. The group was shocked at how many DNAs we have.

Mr Farrelly commented about the Website, how it was difficult to navigate to make a comment, but was good for other services

The group discussed the reception staff, and have expressed that they would like to keep the current staff employed as they are pleased with the service and the improvements that have been made on reception.

The group discussed blood test results and the procedure that the surgery uses with the Doctor sending tasks to reception staff to follow up with the patients if re test is needed, or appointment to see the dr is needed . This is done weekly by reception staff and all patients are booked in if needed.

Mrs Goble was pleased to inform us that Dr. S seems more relaxed but still needs to listen to patients and their needs. Dr Kulkarni was well praised.

The group was very pleased that they could get appointments here.

Talked about self care eg.Pharmacists before contacting a Dr and taking unnecessary appts

Discussion about BP monitor in reception does it need updating.

To conclude moving forward the surgery is actively taking on more patients

The next meeting will be in 3 months June 2019

Meeting closed 2.00pm

