

Foxley Square Surgery

Minutes of Patient Participation Group

Date: 27 March 2012

Attendees: Donna Prince, Roger Prince, Vilma Jones, Christine Pace, Paul Pace, Christine Springer, Wilhemina Davies, Mr Webb, Mrs Webb, Pauline Ndongmo, Caroline Bakayoko

Minutes Taken By: Neil Rodrigues

Item	Discussion & Decision	Task
Last Minutes	Approved	
Practice Number	Discussed change in Practice number that it was good that it changed for the 0844 to 0207.	
Appointments	<p>Follow up from last minutes waiting time for appointments when you have been allocated.</p> <p>Follow up appointments, group decided that it should be with same doctor as give assurance to patient when they see the same doctor again, it is up to the patient the doctor that they want to see and if this is made clear to receptionist they will do this.</p> <p>Doctor do not call back when patient have been told to expect call.</p> <p>The surgery will be updating its system with that there will be a function of booking online.</p>	<p>Neil to do investigation into reasons and average times.</p> <p>Neil to talk to receptionist to make sure patient is clear on doctor that is going to have consultation with Neil to investigate</p>
Attitude by staff	<p>Reception is the front of surgery if the person on the desk is not happy this send bad messages to patient on visit this needs to be addresses, sometimes need better bed side manor,</p> <p>Clinicians need to watch the method of communication and to make sure patient is comfortable with advice given.</p> <p>If staff do not know tell the patient that they do not know. This helps with communication</p>	Neil to talk to staff
Out of hours	Mix bag from Rude to good service with same clinician need to be consistently good, need to bring up in next questionnaire	
Guest speaker	Next time to bring pharmacist so that group can find out all the service that are provided by Pharmacy.	Neil to arrange
Akerman Health Centre	<p>Group informed of the delay due to the Olympics and that new move date is 24 August 2012.</p> <p>Services include but not inclusive: 3 GP practices, Community Dentist, Podiatry, Health visitors, Speech and language, everything currently operating from Myatts Field.</p>	
Referrals	Referrals take too long after consultation with doctor. Neil explained process, all referrals unless URGENT are discussed by doctors on Monday and that only a decision on where to refer or not is made, doctor should inform students as soon as possible.	Neil to check so nobody wait more that a month to collect referral.
Survey	Went through results of survey overall patients were happy with the service. Points for consideration:	

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	Survey not a true reflection of patient population Patients unsure of extended hours Patients not seeing the doctor that they want Low participation in survey	
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