

Foxley Square Surgery

Minutes of Patient Participation Group

Date: 29th November 2011

Attendees: Caroline Bakayoko, Monica Lambert, Hibbert Daley, Sadiyo Sinburo, Patricia Kormawah, Christopher Mayambala

Minutes Taken By: Neil Rodrigues (NR)

Item	Discussion & Decision	Tasks
Scheduling	In future need more time for announcing the meeting and the meaning of the meeting in the message as not everyone realised why they got the txt msg.	NR to look into communicating better
Communication	Overall good for alerting patients when they have an appointment, or when the doctor would like the patient to make an appointment, however need to improve as some keep on getting txt when they has already talked to the Practice about the situation e.g. flu jab, patients still getting txt after they have declined it.	NR to look into next time there is a health promotion and the Practice uses text messaging.
Akerman	Moving to Akerman scheduled in July, Practice thinking about changing name, however group feel that Foxley Square Surgery has been around along time and people know it by that name, should reconsider maybe put it next questionnaire	
Telephone number	Foxley Square Surgery has change its number to a 0207 number this was welcomed by the group as the 0844 one used to cost more.	
Waiting Times	Need to improve need to improve as patients some times wait over an hour to see doctor and need appointments at better times.	NR to look into waiting times to see doctor.
Student Doctor	We do use this to see patient who call on the same day, group feels that this should be made clear to patients.	NR to look into seeing how this is communicated to patients when appointment is booked.
Drinks	Practice used to put out tea for patients but was not used, this could be due to patient not wanting to go to reception to get drink, new premise there will be a machine away from the desk for patients to help themselves	
Doctor	Patients should be handled by one doctor so that they make sure that get a continuity of care, not being passed from one doctor to another each giving different pieces of advice.	NR to look into continuity of care
User Groups	Need more user groups for patients on long tem conditions e.g. diabetes	NR to see what is available for patients
Leaflets	Need more leaflets to encourage stop drinking and seek help as well as care concern for the elderly.	