Minutes of Patients Participation Group

26th September, 2018 Held at Glendale Medical Centre

The meeting opened at 12.15 p.m.

Present Kay Gilbey Chairperson & Patient

 Ron Gilbey Patient

 Janet Stiles Patient

 Richard Stiles Patient

 Jenny Cook Practice Manager

 Aanchal Student

APOLOGIES FOR ABSENCE

 Dave Rogers

 June Rogers

 Dr. Anu Amanan

Dr. Amanan said she would not be staying for the meeting, but informed us the application for the Practice extension was still with the Council Planning Department. She then left the meeting. It was pointed out that this is the third time where Dr. Amanam has double booked and not stayed for the entire meeting.

The minutes of the meeting on 23rd May were read and agreed by Janet Stiles and seconded by Richard Stiles.

1) MTTERS ARISING

a) Jenny circulated the results of a recent Patients Survey. The survey covered the

 following:-

 Ease of getting through to the Practice on the phone

 Helpfulness of the Receptionists

 Ease of use of online services

 Satisfaction of appointment times

 Choice of appointments

 Satisfaction with appointment offered

 Overall experience of making an appointment

2

 Support with managing long term health conditions

 Overall experience: how the CCG’s practices compare

 Overall Glendale came out well. They were just below the national average in some cases and slightly above in others. The greatest anomaly was “Choice of Appointment”.

Jenny explained regular appointment times were 9.00 – 11.00 a.m. and 4.00 – 6.00 p.m.

Afternoon appointments are carried out by locum doctors and these appointments open at 12.30 p.m. Janet said she had never been offered an afternoon appointment. Anybody phoning before 12.30 p.m. would not be offered an afternoon appointment.

b) Richard has spoken to the current landlord of the White Hart and he has no objection to patients using his car park. However, he is not opening the gate early because of other people abusing this facility

Kay and Ron had a meeting with Councillor Ali Milani outside the Practice last week. He took photographs of the lay-by opposite, Victoria Lane and Brickfield Lane. He is going to talk to members at the council offices to see if short-term parking for people visiting the Practice could be allowed.

c) The installation of WI-FI is complete and fully operational.

d) Kay has still to address attracting new members and hopes to do this soon.

e) The Practice is still having difficulty in recruiting permanent staff. Jenny explained staff are offered a competitive salary. Benefits include NHS Pension Scheme, twenty days holiday per annum and sick pay after a qualifying period of service. An advert for Receptionists was placed a couple of weeks ago, and it is hoped some success will be achieved.

The meeting closed at 1.15 p.m. DATE OF NEXT MEETING :-

Wednesday, 19th December, 2018 at 12 noon.