

Patient Group Meeting

Dated 3rd November 2011

Time 19:00 – 21:00 hrs

Venue Open Door Surgery, Balham

Attendees:-

- **DR S Mittal**
- **DR VK Mittal**
- **DR P Sehmi**
- **Dr S Dutta**
- **R.S.**
- **B.K.**
- **M.B.**
- **J.C.**

Minutes of the Meeting

Discussion:-

1- Explained structure of patient group and importance of patient group

2 - Ideas on how to recruit new patients for patient group

Target specific patients to obtain a representative sample of the practice

Reflecting on different services provided by the surgery, ask patients that use these services to attend for feedback.

Through the Website

- Virtual patient group, writing to patients 4-5 times per year
- Attendance to patient group? Virtual patient group,
Via postal correspondence. In the form of a questionnaire.
- Reasons for low attendance rates: - ? Time of GP/Patient,
- Virtual GP may be better for such patients

Advertisements on posters in the waiting rooms.

GPs to invite patients that show interest.

3- Patients with complaints should be urged to come forward to discuss

4 - Number of GP's

- Tooting (1)
- Balham (3) New GP, Dr Sehmi, introduced.

5- FUR's approved by group:

- Saturday AM @ Tooting (Surgery)
- 24 hours BP monitoring, BP monitors
- Spirometry testing
- ECG machines
- Bone density Scans
- Discussed need for cholesterol testing machine to assist NHS healthchecks
- Cryotherapy service
- Parking permits for GP home visits
- Physiotherapy service discussed – currently 10 weeks waiting list for secondary care, in house service will be much faster. One session a week at Tooting branch, funding applied for.

6- Decreasing A&E attendance

- Publicize surgery times, urgent cases GP will be seen
- Tooting last ½ of every service, emergency patients-emphasizing this
- Possible hospital D/C rates high D/C to quickly

7- Reception Staff Problems

- Education of reception staff
- Awareness that emergency cases will always be seen
- Confidentiality issues, no guests allowed in the administrative areas.

8- Increase Telephone Consultation

- Tooting surgery, message book, re: call back
- Urgent messages straight through the Dr Dutta
- Messages booked, Delivered in a timely manner

9- Increasing smear targets

- Smear Targets, Language of letter
- Smear Nurses, Population demographic, Better advertising send, 'Never Fear have a smear', protect yourself, better patient education

10- Accessing a GP

- Some complaints about booking an appointment in Tooting. Patients not happy that they can only book the day before.

- This has been discussed by team and now we will allow patients to book appointments several days in advance.
- Emergency cases will always be seen in addition to booked appointments.

Minutes of meeting to be made available of practice websites.

Next meeting 8th March 2012