Spur Road Surgery Patient Participation Group Meeting

11th March 2014: Time: 2:00pm-3:00pm

9 Patients and 5 staff attended

Meeting started with Dr. Dasgupta inviting everyone to the meeting. Promita explained about the BMI machine, EPS, NHS Choices and Patient Access. She explained in detail the benefit of using these services. The patients had concerns about using it, can give feedback by paper and we can upload it for you if you do not have internet access at home. Dr updated patients about any NHS and health authority changes, explained why he runs late. Trying to give ‘tailor made’ service. Changes in referrals, choose and book, adult referral, direct commutation with the community was discussed. Promita also spoke about telephone consultation and care plan. Patients wanted to know if it is an emergency what the telephone doctor can do. Updates about trying to acquire parking from Haringey Council. Patients mentioned if we can do a meeting with the local surgeries, their patients and with the health authority. Patients would also like to be updated on the changes happing with the CCG. Patients are agreeing that they would travel far distances to come see the doctor. Let them know that we are here to help.

How you felt about going to the hospital or community services?

1. ASIS team about Homerton are very good however why can’t they send reports to us timely or at all. Why are they not sending reports?
2. Hospitals are doing a good job, treatment is above par but the only problems are the waiting time and A&E. They are also loosing appointment letters.
3. Doctor has referred patients to North Mid, especially to a specific service. The hospital was switching patients from one department to another. Why?

Any other information:

1. Link up to family lives offer a service for parents who may have problems with parenting. Telephone number: 08088002222, website: www.familylives.org
2. Homerton also have an out of hours surgery (walk in clinic), you can phone up and book an appointment.
3. Edmonton also have the clinic which was from North Middlesex.
4. NHS 111 or Barndoc can also send you to out of hour’s services in the local area rather than to A&E.

Action plan:

1. Try to have a meeting with the health authority so there can be a group discussion.

**Next meeting: 8th July 2:00pm**

Patients attended: Mr Satischandra Patel, Miss Zalina Ali, Mr Seelochan, Mrs Samdai Persad, Ms Perdeep Gill, Mrs Bernice Obiaraeri, Ms Elizabeth Pine, Mr+Mrs. Susuan Andrawas, Mrs Nora Santos