

Patient Group Meeting 5 - Minutes

Dated: 15th August 2013

Time: 19:30-21:00hrs

Attended by: Dr Sudip Dutta (GP)
Dr Sudesh Mittal (GP)
Dr Panna Sehmi (GP)
Juleen Stewart (Healthcare Assistant/Reception)
Paula Batson (Healthcare Assistant/Reception)
MB
RS
ND
LH
AD
DR
SM
RC

1) Welcome and introductions

We had two new patients that attended this meeting, and we would like to express our thanks for their participation.

2) Action plan from the last group meeting; progress update:

- Develop the ability for patients to book/cancel appointments and request repeat prescriptions on-line

We have introduced on-line bookable appointments at Tooting via the website. Patients can also request repeat prescriptions through the website, which will be prepared to be collected within 48hrs as usual.

There were some concerns that those patients without IT access or knowledge would not be able to access these facilities, but we have tried to reassure these concerns by confirming that the on-line booking will be in addition to, not instead of, existing procedures.

We feel that the more ways patients have to access their GP service the better.

- Increase awareness of practice website

All new patients will be told about the practice website and on-line facilities when registering.

GPs will opportunistically inform patients that may be most likely to use these facilities to draw attention to their existence.

Signage will be arranged in both Balham and Tooting branches waiting areas with the names www.opendoorsurgery.com and www.becfamilypractice.com respectively.

- Refurbish Tooting branch waiting room

Painting and decorating has not yet taken place in Tooting, but this will be arranged shortly.

Aluminium frames have been purchased and will be put in place once the painting has been done. Relevant posters can then be placed in separate sections.

There were suggestions made about placing notice of the surgery opening hours, and also how to register new patients.

A suggestion was made about installing an electronic LED messageboard in the waiting room so that messages for patients can be placed upon it.

This is something we will look into.

The plastic screen above the reception desk can muffle the receptionists voice at times so we will place some extra holes in it to assist with this.

3) Other action points and areas of discussion:

- Saturday morning clinic in Tooting

We shall restart the Saturday morning Tooting sessions once we secure relevant funding for these from the CCG. These have proved very popular in the past and we will look to start them up again asap. In the meantime Balham will continue to offer a Saturday morning clinic for emergency cases.

- Cohort patient reviews

We are in the process of carrying out holistic reviews for patients that are at the highest risk of hospital admission. This will include hundreds of patients from both sites, they will be invited to spend half an hour with a GP to discuss their understanding of their medical condition, their medication, and their social requirements. They will be asked for feedback on our services and it will give them the opportunity to discuss any specific needs or questions they may have. Mental health, palliative care and housebound patients will also be visited for a lengthy discussion. We would like to ensure these patients do not feel left out or ignored by the healthcare service and reassure them that their feedback is invaluable to us.

4) Other comments

Overall the group seemed satisfied with the service offered by the surgery and commented on our quick and easy access compared with surrounding surgeries. This is something we are proud of and will attempt to improve even further.

We have also decided as a group to carry out these meetings twice a year to maximise attendance and give an opportunity for the goals and objectives to be carried out between meetings.

The next patient group meeting will therefore be in 6 months, provisional date:

6th February 2014