



St George's Medical Centre

St George's Patient Participation Group



Minutes of Meeting 18th November 2011

Attendances:-

Staff – Dr Botros, Varsha Chohan (Practice Manager), Sukhminder Birdi (Practice Nurse), Receptionist – Viviane Hana and Grace Kingaru.

Patients- M B, S M, F H, D J, V A, H A, N C, W F

Apologies:- Ahmed Mahamed (receptionist), Jemimah Guinto (Practice Nurse)

1. **Introduction**:- Varsha thanked everyone for attending – everyone introduced themselves.
2. **Explanation** – the aim of the group is for a selection of patients and practice staff to meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the practice. Ground rules were discussed on the following - This group is not a forum to discuss medical needs and concerns of individual. These sessions are not for any complaints.
3. **Objectives** – we would like to develop communications between patients and the practice and to explore new services requirements.
4. **Purpose of Patient Group** – to give patients and staff opportunity to discuss topics of mutual interest in their practice.- to provide means for patients to make positive suggestions to the practice about healthcare.- to encourage health activity within the practice. - And also for the group to act as a representative that can be called upon to influence the local provision of health and social care.
5. **Overall services provided by the practice** were discussed as follows-
 - We have a practice website – www.stgeorgesmedicalcentre.co.uk which is full of information about the surgery and about health advice. You are able to request repeat medication online.
 - An easy to operate self-check-in system.
 - LCD messaging screen – giving information about the practice to patients’.
 - Have increased the services by providing anticoagulation clinics, minor surgery and smoking cessation.
 - Able to provide appointments for patients on the day and also allow to pre-book appointments.
 - Telephone triage services provided
6. **Practice Survey** – to give our surveys to pt to evaluate on how well as a practice we are doing and where we can improve our services on. Methods to hand survey out eg via email, through our website or hand out to patients at the surgery. Everyone agreed to hand out surveys to patients

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at the surgery. Receptionist agreed to hand to patients who come to the surgery.

7. Discussion on Survey Questions:- We had an overall discussion on what changes to make on survey questions – evaluate on GP, evaluate on staff, evaluate on Nurse and overall evaluate on practice services. Everyone happy and agreed with the questionnaire. Varsha discussed that we will start giving out the survey around mid December 2011 for 4 weeks. Varsha will audit the outcome of survey and discuss in next meeting. Everyone agreed.

8. Action Points - we need to agree on some action points and agree on them which we will review in the next meeting.

Agreed Points

- Improve on appointment system
- Patient Group to help with Different language literature and posters
- Update the waiting area with more need information
- Patient education

Everyone agreed to the above action points and will be reviewed in the next meeting

9. Open discussion –
- A patient needs education on what an emergency is.
 - If late for over 10 minutes need to re-book appointment and this makes doctor/nurse run late there for patients waiting more than 15minutes to be seen.
 - Patients not adapting to changes
 - Elderly patients if not well should call ambulance.
 - Having walk in clinic – Doctor disagreed to have walk in clinic as this will make patients wait for more than an hour to be seen and also doctor can not arrange his day to fit in home visits, completing paperwork ect. It is better to have an appointment system as it will save time both for patients and Dr.
 - Pre-booked appointments - we were getting fully booked 4 weeks in advance so changed system to on the day booking – at least patient are seen on the day. We do have limited pre- book appointments to accommodate pt who are working.
 - Many Patients gave feedback that they are happy with the on the day appointment booking.
10. Sum Up – discussed the above action points and everyone agreed to them. Next meeting we will review the action points and discuss the outcome of patient's survey. Next Meeting on 16.03.2012 at 12:00pm (lunch provided)