

Appointment System

Dr Warwicker explained that we are constantly looking at our appointment system due to the fact that we have a shortage of Doctors until May 2017 so there is a possibility of offering more on the day appointments than pre-books. It was agreed that, under the circumstances this was the best option. It was also mentioned that the practice might apply to close its list for new patients for 6 months in order to alleviate the pressure and demand for appointments.

Carers Break Allowance

3 Applications were approved – Carole Stock to submit and inform the patients.

Training

Drs Leach and Vasistha were in the process of becoming Trainers for the practice. Dr Warwicker explained that we will nearly always have a trainee at the practice for the foreseeable future as well as medical students that we host from Imperial College London. The Nurse placement we had in June 2016 was also very successful and we have another student nurse allocated to the practice from April 2017.

Any Other Business

1. Carole informed the group that the Practice Nurses were no longer seeing patients for ear syringing as it does not form part of the General Medical Services contract. The practice has made arrangements with a private company, Hearology who perform Micro Suction to see our patients with ear wax problems. For this service they charge £50.00 for both ears with a follow up appointment if necessary. The practice only provides a room free of charge for this service and the patients pay the operative directly. The uptake has been very good so far and we are hoping to continue this arrangement.
2. Dr Warwicker expressed his total dissatisfaction with the current District Nursing Service. The contract for adult community services is changing in April and it is hoped that the service will improve.
3. Patient 11464 suggested perhaps a notice board could be put up in the surgery for Community Matters. Carole Stock explained that there was one already in situ in the reception area and that this could be used for this purpose.
4. Patient 11464 also informed the group that through an Egham Residents Group that had been set up on Facebook various complaints and derogatory remarks were being made about The Grove Medical Centre. It was agreed that if these patients wished to raise any particular concerns they should write to the Practice Manager.

DATE OF NEXT MEETING WEDNESDAY 26TH APRIL 2017 @ 6:30PM