

# MINUTES PATIENT PARTICIPATION GROUP 29/7/2015- THE GROVE MEDICAL CENTRE

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Present:	Dr P M Warwicker	Senior Partner
	Dr L Leach	Partner
	Carole Stock	Practice Manager
Apologies	Nurse Teresa	Dr A Vasistha

## Patient Participants:-

	14394	15255
	17716	11464
	7472	
Apologies	19959	

Dr Warwicker opened the meeting and thanked everyone for attending.

## GP CARER'S BREAKS

The applications received were discussed and approved. CS to inform patients concerned.

## CHILD IMMUNISATION UPDATES

In Nurse Teresa's absence, Carole gave a brief outline of the changes that were being implemented to the immunisation programme from September 2015. Nurse Teresa had prepared a handout for everyone which gives a detailed explanation regarding the changes. (Attached) Nurse Teresa will update everyone at the next meeting.

## TRAINING PRACTICE

Dr Warwicker informed the meeting that we now have a trainee until July 2016. His name is Dr R Verma and he will be completing his GP training under the supervision of Dr Warwicker. We also have two medical students from Imperial College starting with the practice on 3<sup>rd</sup> August for 3 weeks and in fact have students scheduled throughout the year under the supervision of Dr Vasistha. Dr Leach will be starting the process to become a GP Trainer in September and this will take approximately 2 years.

## SURGERY REFURBISHMENT

This is well on the way to completion. The old records room is being turned into a consulting room and hopefully will be completed within the next few weeks.

## **NHS CHOICES WEBSITE**

Carole reported that there had been some very negative reviews about the practice posted on the NHS Choices website and asked the participants to go on line and have a look. These reviews had meant the practice had slipped from 5 stars to 2 stars in one year. The Partners have made the decision to employ an outside specialist training company in customer service to hold a session at the practice for the staff involved in September, progress will be monitored and reviewed 6/8 weeks after the event.

## **ANY OTHER BUSINESS**

- 1 Everyone felt that the appointment system was as good as it could be given all the restraints we are working under. Dr Warwicker reported that DNA's were a major problem and that we were monitoring them on a monthly basis and displaying the results in the waiting room.

**DATE OF NEXT MEETING:        Wednesday 24<sup>th</sup> February 2016.**