

THE GROVE MEDICAL CENTRE

MINUTES OF PATIENT PARTICIPATION GROUP MEETING WEDNESDAY 25TH FEBRUARY 2015

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

Patient Participants:-

14394	15255
17716	11464
7472	19959

Dr Warwicker opened the meeting, introduced new members of the group and thanked everyone for attending.

E-PRACTICE BOOKLET:

Carole informed the meeting that an electronic version of the practice booklet was now available via the website. She also advised that this was more up to date than the printed version as it could be updated instantly with any changes.

GP CARER'S BREAKS:

As we were nearing the end of the financial year, Carole advised that the practice had 7 allocations left. It was important that these were used by the end of March because North West Surrey as a whole had a large underspend this year and as a result the funding could be reduced for the next financial year. The 7 remaining allocations would be discussed at the next Practice Meeting on 9th March and assigned as appropriate.

TELEPHONE SYSTEM:

The new automated telephone system was installed on 23rd December 2014 and the participants were asked for any feedback they had received. We are pleased to say that this is very positive and has greatly improved the patient experience when telephoning the surgery.

SURGERY REFURBISHMENT:

Dr Warwicker updated the meeting re the above. All the consulting rooms had been refitted with new flooring, the same as the waiting room etc. The practice is currently in the process of moving all paper medical records upstairs into custom archive cabinets. This will allow for development downstairs which is needed to accommodate the requirements of being a training practice which becomes effective on 1st April 2015.

ELECTRONIC PRESCRIBING:

Dr Vasistha updated the meeting on electronic prescribing. The practice went live on 23rd January 2015 and has been very successful. It is a much better, more efficient system for everybody concerned. However, the patients still have the option to collect their prescriptions in paper form from reception if they so wish.

ON LINE ACCESS:

Carole informed the meeting that there had been a large increase in the number of patients registering for on line access. This it was felt was partly due to advertising of the scheme through NHS England and by word of mouth.

CAR PARK:

The practice is pleased to report that no problems are being experienced with people using the surgery car parks inappropriately since Waitrose/Travel Lodge had opened.

APPOINTMENT SYSTEM:

Dr Warwicker advised that the appointment system seemed to be work very well throughout the winter months. We would however look at adjusting some of the pre-book availability for the summer.

ANY OTHER BUSINESS:

1. A 3 slot bike rack had now been installed for patient use at the surgery
2. It was suggested publishing DNA rates would be a good idea as this has become a problem over the last few months. Dr Warwicker said we would look into this and maybe publish them on a weekly basis.

3. It was suggested by one of the PPG members to put a notice on the TV screen asking patients to give up their seat in reception for someone elderly/frail/disabled etc., especially when the surgery is busy. Carole will action this.

DATE OF NEXT MEETING:

WEDNESDAY 29TH JULY 2015 @ 6:30PM