

THE GROVE MEDICAL CENTRE

Minutes of Patient Participation Group Meeting Thursday 24th July 2014

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

Apologies 9846

Dr Warwicker opened the meeting by thanking everyone for attending and welcoming our new member to the group.

New Partnership

After the retirement of Dr Elliott on 30th June 2014 the new partnership consisting of Drs Warwicker, Leach and Vasistha had been in place since 1 July 2014. A few changes have been made to the running of the practice, a few teething problems encountered, but things were generally very positive.

New Appointment System

Quite a few comments were received from the patient participants regarding the new appointment system implemented from 1 7 2014. It was felt that patients, especially the elderly were waiting too long when attending the emergency clinic at 10:00am each morning. The other problem highlighted was the unavailability of car parking space at this time. The Partners took the comments on board and are going to make adjustments to ease the pressure on the parking and also ensure that any elderly, very ill patients are flagged up on the computer system so they can be seen promptly. This will also apply to children under 5. This will be reviewed in detail at the next meeting in the Autumn.

Refurbishment of Surgery

The patient participants all stated how nice the surgery was looking after the refurbishment programme. Dr Warwicker stated that all the doors were being replaced within the next two weeks and then we would start as capital allowed on the individual consulting rooms.

GP Carer's Break Applications

Carole gave a brief description (anonymous) of patients who had applied for the GP Carer's Break. After discussion, details were agreed and Carole would submit the applications as soon as possible.

Immunisation Update

Nurse Teresa informed the group of several changes being made to the child immunisation programme which included Men B x 3 coming in @ 2 months, 4 months and 12 months. She also stated that the Fluenz (nasal) programme for children would be running again this year and our clinics would probably be on Saturdays as the uptake last year was very good. Some children with an egg allergy are unable to have Fluenz so will be offered standard flu vaccine x 2 doses. We also have the shingles campaign to vaccinate all patients aged 70 or 79 on 1st September 2014 which again will probably be on a Saturday.

New Computer System

Dr Warwicker informed the group that the practice was moving to a new computer system on 5 8 2014. This will be a challenging time for all until we get used to it, but notices have been placed in the surgery asking for patients to be patient during the transition. Dr Vasistha added that the new system will provide many benefits to improve patient care.

Medical Students

Dr Vasistha explained to the group that the practice was having medical students from 5 8 2014. Signs would be put up in the surgery informing patients that a medical student would be sitting in on consultations and consent would be obtained from the patients. Leading on from this, Dr Warwicker has nearly completed his programme to become a trainer and hopefully we will have a trainee from next year.

Any other Business

Our patient 11464 asked if it was possible to have the car park marked out in bays which would alleviate the parking problem during busy times. Everyone felt this would be a good idea and will be arranged as soon as possible.

Date of next meeting

Thursday 6th November 2014 @ 6:30pm