

# THE GROVE MEDICAL CENTRE

## MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD THURSDAY 24<sup>TH</sup> JANUARY 2013

**Present:**                      **Dr P M Warwicker**                      **Partner**  
   **Carole Stock**                                      **Practice Manager**

### **Patient Participants:**

**14394**  
**15255**  
**17716**  
**9846**  
**18872**

### **Apologies:**

**Dr L Leach**  
**17777**

Carole Stock opened the meeting by thanking everyone for attending.

### **Car park – Waitrose/Travel Lodge**

Now that the Waitrose development had started Dr Warwicker was pleased to report that the practice had not experienced any problems so far with people using the surgery car parks but we will continue to monitor the situation.

### **Community Services – Virgin Healthcare**

With the contract for community services now being held by Virgin Healthcare the practice was experiencing severe difficulties with the District Nurse service. The practice had been informed that the District Nurses will only visit patients on their current workload and would not carry out any blood tests, removal of stitches etc., on patients that were deemed fit enough to get to the surgery. Dr Warwicker explained that this was totally unacceptable as important investigations needed to be carried out on some housebound patients that were not on the District Nurses workload and unfortunately the service was like to deteriorate further. Carole Stock mentioned that North West CCG were trying to renegotiate parts of the contract with Virgin Healthcare so hopefully an update would be forthcoming.

### **Refurbishment of Medical Centre**

Carole Stock informed the meeting that the surgery was about to undergo a certain amount of refurbishment. Some of this was to ensure the practice meets the

standards for the Care Quality Commission, but also it was felt that the surgery premises were in need of some updating. Dr Warwicker explained that this was going to be done on a rolling basis starting with the Doctor's rooms. Carole Stock circulated some examples in pictures of what was hopefully going to be achieved and everyone agreed that it would improve the experience for patients immensely.

### **Patient Survey 2013**

Carole Stock explained that this was currently being undertaken in the surgery and hopefully the report would be downloaded onto the practice website before the end of February. The meeting was also informed that as part of individual GP appraisal/revalidation process surveys had to be carried out personally. It was up to each individual GP how they managed this process and it would be interesting to compare the results with the practice survey.

### **Care Quality Commission**

The meeting was informed that the practice had received their registration certificate from the Care Quality Commission but however explained that this was just a paper exercise and the registration could be cancelled if the practice didn't meet the standards laid down. It was anticipated that the practice would receive a visit/inspection sometime during 2013/2014.

### **Date of Next Meeting**

**Thursday 23<sup>rd</sup> May 2013 @ 6:30pm**