

THE GROVE MEDICAL CENTRE

MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD THURSDAY 23RD AUGUST 2012 @ 6:30PM

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

Patient Participants:

14394

15255

17716

9846

17777

18872

Carole Stock welcomed everyone to the third meeting of the Patient Participation Group.

North West Surrey Clinical Commissioning Group

Carole Stock and Dr Warwicker explained the implications of the development of the clinical commissioning group which would become fully effective from 1st April 2013. A leadership infrastructure "flow chart" had been circulated prior to the meeting so the representatives could see how the clinical commissioning group would be formed. Dr Warwicker explained that the patients would probably see little obvious change to the practice but behind the scenes there would be financial restrictions placed on certain areas of patient care. However, at this moment we are unable to provide any further information.

Car Parks – Waitrose/Travel Lodge Development

As discussed at the previous meeting, Carole had investigated the possibility of a company called Parking Eye to manage the car parks at the medical centre. She explained that this would involve two cameras being installed which would monitor the movement in the car parks 24 hours a day.

For patients attending appointments they would have to enter their registration number onto a machine in reception and would be allowed 1 hour's free parking. She also advised that a grace period of 15 minutes would also be available for patients collecting prescriptions etc. The company would have details of staff registration numbers and other "authorised" users.

It was agreed in principle that this would be a deterrent but Carole informed the meeting that she thought the procedures may be a little too aggressive for

patients. For unauthorised vehicles parking in either of the two car parks they would receive a fine from Parking Eye in the sum of £65.00. Another concern was that the practice staff would be in the firing line from people complaining about the system. It was agreed that the cost to the practice would be in employees time dealing with the system.

It was suggested that as long as the scheme was advertised, i.e. large signs in the car park, in reception, on the TV Screen and advertised in the local press patients could not really complain.

Carole would contact the company to clarify some details further.

Care Quality Commission

The meeting was informed that the Practice had to register with the Care Quality Commission by 1st April 2013.

This had quite a few implications for the practice. The practice had employed an individual assessor who had visited the practice and reported on her findings. There was great importance placed on infection control and the practice had already taken steps to address these issues.

The Care Quality Commission places great value on patient's views and the meeting was informed that during the inspection visit the assessors would sit in the waiting room and talk to as many patients as possible as well as inspecting the premises and procedures.

The practice has to comply with all the standards set by the Commission as otherwise will not be granted a licence to practice.

The next meeting of the Patient Participation Group will be held on Thursday 24th January 2013 @ 6:30pm.