

THE GROVE MEDICAL CENTRE

MINUTES OF PATIENT PARTICIPATION GROUP HELD THURSDAY 8TH
DECEMBER 2011 @ 6:30PM

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

Patient Participants:

14394
15255
17716
9846
17777
18872

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

A copy of the results of the recent patient survey of 100 random patients had been sent to everyone prior to the meeting and Carole Stock asked for comments on the results and suggestions on how to improve the patient experience at The Grove Medical Centre.

Dr Warwicker explained that from the Practice's point of view the survey results were very encouraging and after some discussion about the appointment system it was suggested that:-

- Possibly have a late night surgery until 7.30pm/8:00pm one night a week which would be convenient for patients working who were unable to attend during current surgery hours.
- Run a "drop in" baby immunisation clinic once a month for those patients who were unable to attend the Monday afternoon clinic

It was agreed by all participants that the appointment system was very satisfactory and the options open to patients for booking appointments whether urgent on the day or pre-bookable were indeed patient friendly.

Dr Warwicker explained that the practice did not feel it was reasonable for patients to expect to see the GP of their choice when telephoning on the day for an urgent appointment but we always try to accommodate patient wishes.

It was suggested by one of the patient participants that it would be a good idea if we had some form of health education system in the waiting room especially as magazines etc., were no longer appropriate. This suggestion was received favourably and agreement was unanimous.

The idea was also put forward that it would be a good idea if photographs were displayed in the surgery of the General Practitioners as quite often patients didn't have any idea who they were seeing. This again was thought to be a very good idea.

Dr Warwicker closed the meeting, and agreed to look into the possibility of implementing all the suggestions put forward wherever possible.

The next Patient Participation Group meeting was scheduled for Thursday 22nd March 2012 @ 6:30pm.