Spur road surgery, patient participation group meeting:

**Gauging patient perception of services offered by the practice and ways to improve it.**

Date:

25.7.14

Time:

 14:00-15:00

Present:

Dr.Dasgupta,

Mrs. Genevieve Nguala,

Ms. Irmina Lionel,

Mrs. Dasgupta,

Miss. Elizabeth Pine,

Mr. John Defransz,

Mr. Damilola Popopla

Meeting agenda:

**Gauging patient perception of services offered by the practice and ways to improve it.**

Dr. Dasgupta started the meeting by thanking the patients for making time to attend the meeting.  Everyone introduced themselves.

Patient Participation questionnaire was handed out and filled in by the patients at the end of the meeting. Patients rated the services offered by the practice both clinical and reception staff highly. They mentioned that the waiting time is long at times but understood that as a single handed practitioner the doctor needs to not only see the patient but needs to do the admin himself; this in turn takes time. The patients who attended the meeting have been with the practice for a number of years they felt confident about seeing the doctor on the day of the need, rather than waiting long for an appointment.

A few possibilities for taking the practice forward was proposed:
1) A list of the services offered by the practice can be displayed.
2) Information on healthy lifestyle can be readily made available to patients.
3) Services offered by the Nurse needs looking into as recently there had been no permanent, full time nurse in the practice.
4) Information about the practice website can be displayed to encourage use.

The possibility of the practice website being used a forum where people can post comments will be a step in the right direction but it can be abused by malicious users as well.

The positive feedback about the practice was received with thanks.  Dr. Dasgupta outlined and explained the recent changes in the NHS and asked patients to give feedback on their experience of the Secondary care. If the practice can do anything to resolve some of the issues then it will.

Genevieve explained how the pharmacy near the patients’ homes can look after the patients’ needs of collecting prescription and delivering medication to the patient. Dr. Dasgupta reminded the reasons for vigilance in this area. He thanked again everyone for their time.

**Next meeting: 15th October 2014**