

## GROVELANDS & GRENOBLE MEDICAL CENTRE

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## **Practice Patient Participation Group Meeting Wednesday p.m. 6<sup>th</sup> November 2013**

**Present: Dr R Singh, Dr A Bhagat, Dr Mahendra Makan, Mrs Kamlesh Makan**

### **Agenda**

**The PPP Group were welcomed and apologies noted.**

**As this was the first PPG meeting with attendance from patients we felt that this was a landmark occasion. We all agreed that two patients were clearly not representative of our practice population and that going forward this PPG would need to look into how we could encourage different variations of patients to attend. We also discussed various methods of trying to attract patients, including text messaging, emailing, face to face, and the website.**

**For the purpose of the meeting today we went through some recent issues around the practice as CQC preparation. It was noted that some work had been carried out and that further work would be carried out across all three sights to improve the standards of care. Mr and Mrs Makan agreed with this plan. We also agreed that it was a challenging year due to the merge of the surgeries which had made access in the beginning of the year somewhat difficult, however the introduction of the access lez and the additional doctors had helped with this.**

**One of the issues raised was regarding the wait for an appointment to see Dr Bhagat which clearly had been effected by the fact that he now had a CCG role. It was agreed that as his CCG role would terminate he would be coming back into the practice longterm.**

**It was agreed that a survey would be carried out with as many people as possible to look at some of the quality service lines going forward. It would be agreed to look at the results of this at our next meeting in March.**

### **Any other business**

**No items to discuss**

**Next meeting 6<sup>th</sup> March 2014**

**Dr R Singh MBBS MRCP – GMC No. 2285456**

**Dr V Singh MBBS DRCOG –GMC No.2351801**

**Dr A Bhagat MBBS MRCGP FSRH – GMC No. 6039522**

**Dr C Patalay MBBS, DCH, DRCOG – GMC No. 1433186**