

Grovelands & Grenoble Medical Centre

Website: <http://www.gpdoctor.co.uk>

Patient Participation Group (PPG) – 12th September 2014

Attendance

Dr A Bhagat – GP

Mrs R Maduiké – Practice Manager

Mrs Janet Renton – PPG Chair

Mrs G. Mehta – Member

Location

Grovelands Road Site

Points discussed

- **Misleading waiting time message** – The Members informed the team about the waiting time message on scroll display in the waiting room TV. The practice manager advised the team that the message will be immediately removed and a new policy of Reception staff updating patient(s) of any clinician clinic running late or delay will be put in place.
- **GG staff not informing callers of appointments across sites** - The members notified the team of not being informed of appointment availability across sites when booking appointment. It was concluded that a weekly snapshot of clinics across all three sites be uploaded onto the surgery website and leaflets made available at all receptions. The practice manager will get this designed and distributed as discussed – copy of weekly snap shot will be uploaded onto the practice website.
- **Appointment with named GP** - The members informed the team of longer waiting time to getting appointment with a named GP; Dr Bhagat updated the team of the availability of a named GP is longer than getting appointment with any clinician on site(s). He further explained that the surgery have put in place additional doctors for less waiting time with a GP.
- **Update** - Surgery moving to a single site: Dr Bhagat updated the team; the condition given by the council is not favourable and more expensive for the future of the surgery. He confirmed that the contract proposed a 'aborted cost agreement of about 2 million pounds was requested' the contract if signed will be extremely unaffordable. He further informed the team that there have not been support from the NHS England and the project has already cost the surgery much more than it can afford.

- **PPG newsletter** - It was discussed that the next PPS newsletter should be worked on for distribution next month. The practice manger requested for suggestions on subject for newsletter distribution.
- **PPG programs for patients/community** - The members suggested that the surgery provide programs that will benefit patient and the community an example of First Aid Training for new mothers. This was agreed by the team.