

GROVELANDS & GRENOBLE MEDICAL CENTRE

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Minutes of Practice Patient Participation Group Meeting Thursday 6th March 2014

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

Apologies noted.

Minutes of the previous meeting of November 2013 were deemed as accurate.

Action taken. Some of the notes mentioned in November of how to increase the popularity of the group were noted again. Work is continuing in this area and a few names had already been listed on the PPG as potential candidates. Contact with these candidates would be needed.

It was noted that work had been carried out at Grovelands and Grenoble Medical Centres which had greatly improved the surgery premises and they were happy with this.

There was concern around the discussion about the access doctors were not going to be funded going from April going forward and there were some concerns around access. The practice has noted that there will be remedial plans in place to ensure that access does not suffer significantly with the removal of these appointments. Again going forward for better representation at this PPP group and further work is continuing in this regard.

Survey results

The survey results were discussed in detail although the survey was not carried out by a huge number of people the survey did reflect the clinic services by clinicians were very good, however there was some feedback around timeliness of seeing certain doctors and also some issues were raised around the training that the reception staff may need going forward. It was noted that this was an issue and the practice was taking actions towards some extra training with regard to customer facing training that it was felt was needed. The actions for the year were tabulated and formulated and this was also to be published on the website.

It was agreed that the minutes for both meetings would be on the website, along with the action plan and the overall summary document.

Any other business

None of note

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

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