

PATIENT REFERENCE GROUP MINUTES

Notting Hill Medical Centre

06/02/2013

PRESENT

Practice Nurse Liz Yea

Practice Manager Merrilees Smiley

Patients

R.T

C.H

Merrilees opened the meeting with thanking the representatives for coming, and saying that unfortunately a member of the group had passed away.

We Discussed the Action plan for last year 2011/2012 and that nearly all the actions have been implemented.

Please see report 12/13

The group discussed the resent survey which was carried our by the practice.
165 patients filled in the questionnaire

Comparing the survey with last year we have improved on the following:

Length of time you have to wait to see a particular doctor.

Length of time you had to wait to see any doctor.

If you need to see a GP urgently can you normally be seen the same day.

A selection of **Positive** comments were

Brilliant practice.

I always feel that the doctors are very kind and sympathetic.

Generally Dr Miller who is great and most recently Dr Irvine as I needed to get an appointment quickly, she has been fantastic, very thorough and very kind.

I have recently moved to this practice. I was with the last doctor for about five years; did not get the good service I am getting with this one. I only changed because the doctor retired. I wish I had moved here a long time ago.

Very good practice- excellent service overall

My daughter uses the practices frequently due to an ongoing health issue. We feel very fortunate that she is being looked after at the Notting hill medical practice.

A selection of **Negative** Comments.

Dissatisfied about booking appointments and availability of the doctors.

It is often difficult to get an appointment with own GP.

Sometimes you wait too long after your appointment time to be seen.

Usually do the same day. 9 days for this appointment

It would be an advantage to be able to make an appointment with a doctor a day or two in advance.

The group discussed their own experiences at getting appointments at the practice, and said they didn't have a problem assessing the GP's. They suggested information that could go into the practice leaflet in order to help patients make the most of their experience at the practice.

Action Plan

1. Practice leaflet to say you are registered with Dr Garner but you can see any Dr in the practice.
2. Patients to request the same doctor for Continuity.
3. We are a training practice and the learners in the practice are always supervision by a regular clinician in the practice.

Some other requests have been made by the Group.

To have seats in the waiting area with Arms for patients that finds it difficult to get out of a chair.

To have larger urine sample pots, as sometimes difficult to use the normal size.

A hanger on the back of the toilet door would be good to hang your coat/bag etc.

The next meeting will be August 2013.