

GREENSIDE GROUP PRACTICE
MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING
MONDAY 22nd January 2018

Present : Jane Passfield (Practice Manager), Paul Dancy (Chairman) Peter King, Alex Anthony, Julie McSherry

Apologies for Absence: Apologies from Sandra Bryant, Sue Horner

Minutes of Last Meeting : Approved

Matters Arising:

There were no matters arising.

Practice News:

Dr Newlands will be going on Maternity Leave from 8th May 2018.

Dr Murphy who has been a locum at the Practice for over a year has moved and has a Salaried GP position nearer to home.

IPLATO – Jane explained IPLATO again – this is a system that sends out SMS texts to patients regarding their appointments. For the next meeting we would try to run reports to look to see if DNA rates had reduced.

Patient Survey Update

JP went through the recent Patient Survey

Very poor response – 67 respondents

General comments –

- more appointments needed waiting over 3 weeks
- Difficult to get an appointment
- Cannot get through on the phone – phone always busy or takes a long time to answer.

Both Paul and Alex had experienced this – Paul took 20 mins to get through and then there was no appointments and hence directed to the Hub.

Paul had utilised NHS 111 and the East Croydon Hub however, when he arrived at the hub there was only his name on the screen but no notes with it. JP would raise this at the next Network Meeting

- Attitude of some of the receptionists needs to be improved

The group pointed out that there does not seem to be consistency with the Receptionists. Some do not offer NHS 111 or hub, some just say there is an appointment in a month – Telephone consultations not always offered - Answering of the phone could be better – it was felt that the phone should be answered “Greenside / Lennard Road Surgery.

JP would undertake further training regarding Customer Service skills.

Health Talk

The next Health Talk will take place on Tuesday 17th April 2018. Dr Lardan Greenside’s Registrar will lead on the talk with the theme being heart problems incorporating blood pressure cholesterol and diet. Discussion took place around to increase attendance and was agreed CHD patients would be targeted via SMS Texts.

Discussion took place around future talks – suggestions : -

- Depression and Anxiety
- Neurology

Any Other Business:

Well Being – JP updated the group that in the Woodside and Shirley Network she was leading on a Project with another colleague called the “Woodside and Shirley GP Pop in – this would take place from the 6th February every Tuesday from 10.00 – 12.00 at Ashburton Park Hall - Each Tuesday there would be a Theme and stalls relating to the Theme.

Themes so far – Healthy Lifestyles, Safety, Diet and Nutrition

Date of Next Meeting

Dates of the next meetings to be held at Lennard Road site at 1.00 pm

19th March

14th May

2nd July

8th October

10th December