

PATIENT REFERENCE GROUP (PRG)

MEETING HELD MANOR MEDICAL CENTRE

Thursday 23rd February 2012

AGENDA

Chairman: Dr D Jawahar

Persons present	Dr Jawahar, Becky Degia, Linda Nolan, David Robinson, Liz Mackness, Elizabeth Winfield.	
Apologies	Dr H V Trivedi, Mr and Mrs Pankhania, Claire Jackson,	
Practice Survey results	Copies of the survey results were circulated to all members for them to read this included all comments, both positive and negative, any negative comment aimed at a particular person in the practice will be taken up on an individual basis.	
Survey Discussion	Representatives of the group went through all of the suggestions and discussed each on in turn, some items generated a bit more discussion others. The action plan that is being produced will contain the full list of actions we need to take. But mainly things that generated more discussion were around the appointments the bookings, availability and the need for the receptionist to ask for details of the problems, Dr Jawahar, said we would look at the training and education of the staff regarding a more appropriate way of dealing with appointment bookings.	

Continuity of care was another area and Dr Jawahar thought the doctors could do more to educate the patient re the need to wait and see the same partner, and could even book follow up appointment before they leave the room.

The 0845 Tel numbers is an area that causes patients some concerns, this is something we will be looking at.

Self check-in board we need to look at better education to help patient use this more effectively .

Privacy: need of an area when dealing with patients with confidential issues, Parker drive is very short of space.

Some doctors not spending allocated time with the patients, always rushing patients out

Doctors not facing patients during the consultation.

Patients have a problem getting in to see Dr Jawahar. Dr Jawahar explained that due to other work load commitments he is only working three sessions per week at moment.

Comment from a wheelchair user, regarding the difficulty opening the door to the corridor at MMC.

Questions/feed back A.O.B.	David enquired about the government position and how things would affect primary care services. Dr Jawahar, explained how discussion were taking place targeting different areas	
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	<p>focusing on clinical need. Also looking at services in primary care with the aim of introducing new services. He confirmed that primary care have given enough money to UHL to provide adequate services.</p> <p>Becky asked approval of the members to leave their name on any minutes that we upload to the website. All present were in agreement, and E.W. thought it was a good idea as many patients who know she is a member of the group already bring things to her for discussion at the meetings.</p> <p>D R, requested we circulate the agenda prior to each meeting to enable the group to prepare in advance.</p>	
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Minutes approved: _____ Date _____

1st approved: _____ Date _____

Second: _____ Date _____