

## **Boulevard Medical Centre PPRG group meeting on 22 March 2012 .**

### **Present**

Rosemary (PRG)  
James (PRG)  
Malcolm (PRG)  
Joyce (PRG)  
Usha (Practice Manager)  
Dr M.K.Kachroo

**Introduction:** Usha welcomed every one to the meeting and discussed the reasons for it. They knew each other from the previous meetings. Everyone was given the questionnaire and the results were discussed in great detail. Overall the feedback was good and Malcolm said that they are not surprised.

Practice discussed their A&E attenders and Malcolm suggested that we should write to them with 11 numbers. Usha mentioned that frequent visitor to A&E are sent letters that they should contact the surgery and traffic light leaflets and 111 leaflet is also sent to them. Malcolm said that the education and communication is very important and they should know the cost of beds in the hospital

### **How to make patients aware of the website:**

James mentioned that if we had the e-mail address of our patients we could send them the messages. Usha said that it will be difficult to get hold of their e-mails as they do not inform us of their change of address or the telephone number. There are posters in the surgery to inform patients that they should let receptionist know about their telephone number or change of address,

Malcolm suggested that we write to all our patients asking them about their e-mails.. Usha said that it will not be cost effective to write to each and every patient. We are finding it hard to get them to attend the clinics. We ring them and even write to them but the success rate is very low.

Joyce mentioned that single handed practices are very good you can have the continuity of care and you are familiar with the practice staff and it does not become impersonal.

### **Agreeing priorities:**

Meeting the aspiration of the patients  
Managing the situation within the budget  
Creating an environment when they feel comfortable.  
Display on the Jayex system about patients giving their e-mail address  
Display the website on the Jayex system  
Change the overall appearance of the practice by decorating in the summer

### **Close of meeting:**

Usha thanked every one for their time and suggestions. Usha and doctor thanked Rosemary and James for their help with the design of website. Their suggestions

and support was really appreciated. Usha and doctor thanked Rosemary for the nice buffet she had laid for the group and for the time she had taken in preparing for it. James has taken the questionnaire and he will help with producing the graphs for the website. Everyone thanked him for that.

Close of the meeting . Next meeting in September 2012