

Boulevard Medical Centre PPRG group meeting on 22 March 2013
Venue Boulevard Medical Centre
Time 1.30pm

Present

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

Introduction: Usha welcomed every one to the meeting and discussed the reasons for it. Everyone was given the questionnaire results and the results were discussed in great detail. Overall the feedback was good. Practice also discussed the GP survey results which are on the website done by the government overall positive feedback was given by the patients for the doctor, nurse and the reception staff.

. Last year Malcolm had mentioned about the A&E attenders, 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. 111 Unfortunately Malcolm is not with us, his comments last year were valuable.

Usha discussed the GP Survey questionnaire on the website done by the Govt. James said that he had also looked at it and found that there r was a very good feedback from the patients

60% of the patients said accessing GP was very good and 35% had mentioned that it was fairly good

65% had said that they have spoken to GP on the phone

%4% had said that the receptionist were very helpful and 37% had said that they were fairly helpful

62% had seen the preferred GP86% said that they were able to get the appointment on the same day

Rating of GP 41% said very good & 40% good

GP explaining test results 39% very good and 36% good

GP treating you with care 45% said very good and 36% was good

How to make patients aware of the website:

Practice looked at the website but no patients had put any comment on. We have put posters in the surgery and may be put it in the practice report. We tried to ask patients for their e-mails at the reception desk and also on the patient survey but no patient gave their details. We have leaflets at the reception for the patients to fill in if they want to give their e-mail or if they have changed their address or telephone numbers and after several attempts we still have not succeeded in it. Unfortunately our JAYEX system has broken down and we are looking into it. Vickie Brough from the PCT is also involved in liaising with them... James said that he was disappointed that no patient had left their e-mail or phone number so that we can get back to them. We should keep on trying and this year we should again put it on the questionnaire if they want to join PPRG we are going to have a meeting and discuss how we can achieve this

Agreeing priorities:

We looked at last year's priorities and the PPRG mentioned that we should continue with the priorities this year as well as it is for the benefit of our patients.

Meeting the aspiration of the patients

Managing the situation with in the budget

Creating an environment when they feel comfortable.

Display on the Jayex system about patients giving their the e-mail address

Display the website on the Jayex system

Change the overall appearance of the practice by decorating in the summer

Practice has made some changes in the surgery to comply with CQC but we still need to improve on it. Practice will do the assessment in April 2013 and find the quotes for the work and get the work done by September 2013

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 graphs and help with the questionnaire 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...