

Boulevard Medical Centre PPRG group meeting on 24 March 2014
Venue Boulevard Medical Centre
Time 12.30pm

Present

Rosemary (PRG)
James (PRG)
Usha (Practice Manager)
Dr M.K.Kachroo
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 and some of the areas needed improvements from the last year. Joyce said that it depends on the patient who filled the questionnaire, may be they had negative experience. We have to reach all our patients and provide the best possible care .

As 36% of the patients did not know that we have telephone consultations with the doctor or the nurse, we have address this. James suggested that we should have laminated notices in the surgery and display the in prominent places.

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

Practice also produced the GMC patient questionnaire for the doctor and Colleague questionnaire for the doctor. This was an extra questionnaire this year and PRG was pleased with the report and said that they are not surprised with the feedback. James had produced the spreadsheet for these questionnaires as well which will be displayed on the website.

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
Staff to more helpful and supportive.
Managing the situation with in the budget
Creating an environment when they feel comfortable.
Change the overall appearance of the practice by decorating in the summer
Making patients aware of telephone consultation with the doctor and the nurse
Doctor Kachroo to have a partner to help him with the work overload

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 2014 as the previous work undertaken was not satisfactory and builders have gone bust.
Practice will meet in June to look at the actions we agreed to do.

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 spent so much time in analysing the results and spreadsheets. Everyone thanked him for that...