

GOWER PLACE PRACTICE

PATIENT PARTICIPATION GROUP MEETING

TUESDAY 4th March 2014

Attendees: Evelyn Abberton; Glenys Fenemore Jones; Dr Mark Barrett; Carol Sheils; Michelle Green; Carole Buisson-Syla

Apologies: Mary Pyke; Elizabeth Paul; Dr Diana Manuel; Shafu Khanom; Margaret Versteeg; Katie Kokkinou

We have a new PPG member, and welcomed Ms Glenys Fenemore Jones to our group.

MINUTES OF THE LAST MEETING

Previous minutes discussed and accepted.

The Petition to save the UCL Health Centre is going well and we have around 4684 signatures.

ANNUAL SURVEY

Carol discussed the recent in-house practice survey and the overall response was excellent. The results were discussed extensively within the group. We have had a 10 % increase in responses to services offered. The results of the survey will be available on our website from 31/03/2014.

Since January 2014, we have introduced a Telephone Triage Clinic (TTC). This is proving successful, feedback from clinicians and patients are positive. The Reception team are actively promoting this new service.

From next year, there will be a new assessment called the Friends & Family Test asking patients if they would recommend their surgery practice to friends and family.

The survey results 2013/14 and agreed action plan will be published on the Gower Place Practice web-site by end of March 2014 with paper copies available for patients who do not have internet access.

PATIENT REPRESENTATIVE REQUIRED

The email from CCG was circulated to all PPG members.

PREMISES UPDATE

The lease runs out end of June 2014. Negotiations are on-going for alternative premises. A building has been identified locally however it requires fitting out as a GP Surgery. The location looks promising with disabled access and other positive features.

ANY OTHER BUSINESS

We discussed in detail the public consultation document with respect to moving to new premises. All patient groups were consulted in this survey and an overwhelming majority of patients were in favour of the move. We are still working on the survey and the comments will be reviewed shortly.

We are upgrading our web-site.

We have introduced a new service called Patient Access whereby patients can book appointments, request prescriptions and update phone numbers and addresses through our website.

DATE OF NEXT MEETING

3rd June 2014

SUMMARY OF ACTION POINTS

	<u>ACTION</u>	<u>DETAILS OF PROGRESS</u>	<u>RESPONSIBILITY OF</u>	<u>DEADLINE</u>	<u>DATE COMPLETED</u>
	<u>Outstanding actions from previous meeting: date: 5 November 2013</u>				
<u>1</u>	Update on premises	To be updated accordingly	Mark/Carol	Next meeting	On going
<u>2</u>	Encourage more patient to sign the UCL save the Health Centre petition	To be updated accordingly	All team	Next meeting	Next meeting
	<u>Actions agreed from today's meeting: date: 4 March 2014</u>				
<u>1</u>	Patient awareness of all services next year	To be updated accordingly	All team	Next meeting	Next meeting
<u>2</u>	Posters, leaflets to be changed in waiting (more colourful)	To be updated accordingly	All team	Next meeting	Next meeting
<u>3</u>	Encourage people who need privacy to speak in the designated area and poster need to be created to advertised this	To be updated accordingly	Carol/All team	Next meeting	Next meeting