

MEETING MONDAY 15th MAY 2017

We are a small group, we are limited on numbers for the size of the group as we do not have the space to accommodate a lot of people. We have invited a couple of new people but they have not arrived.

Moving Premises

The practice has been trying to expand and move premises for 20 years. We are still trying to move to Patrick Doody site and it is looking like this will happen within the next year. We have been disappointed in the past as other services remain at the site but we are now told that these will be moved to another site.

We had delayed this group meeting as we hoped that we would have more news on the move but we are still waiting.

The Doctors and Sandra have been to Patrick Doody to look around but it was difficult with other services there. We are going to have the whole of the ground floor and part of upstairs. There is a large room downstairs which the practice will share with the health visitors who will do clinics there twice a week.

Previously the group has created & looked at a patient questionnaire but now we have on going friends & family surveys that are available at any time.

Sandra passed round the results of the latest Friends & Family Surveys and comments from the patients.

We looked at the previous Two quarters October to December 2016 and January – March 2017.

Out of 102 surveys completed the comments are as below:

Extremely likely 74

Likely 24

Neither likely nor unlikely 2

Unlikely 2

Extremely unlikely 2

Don't know 0

The comments were also looked at:

Friendly practice.

Pleasant staff, staff are amazing.

Always looked after at the surgery, reception very helpful.

I have regular visits for reviews and always looked after.

I can always be seen when I want to, always fit children in.

Easy to get an appointment with patient access on line.

Excellent Doctors who are polite and approachable.

The staff are always very helpful.

The group said that the practice is excellent compared to what they hear from friends and family that are registered at other surgeries. The group were very impressed with the results of the friends and family.

There are a couple of members unwell & a copy is going to be passed to them for feedback also.

Dr Sharma joined the meeting and we spoke about moving premises, Dr Sharma said that this should happen soon. Dr Sharma announced that she was going to retire 30th September 2017.

Dr Adeyemi will take over as lead GP.

We will have another meeting when we know what is happening with the practice move.

Text messaging

We will soon have a reminder system for patient appointments & patients can also send back any comments through friends and family. This system will also remind patients of flu clinics and any other specialist clinics that we may want to do.