

# Johnson Medical Practice PPG

Monday 14<sup>th</sup> March 2016

Hilltop Surgery, Maidenwell Avenue

## PRESENT

Harsha Kotecha, Asma Sader, Alan Gratrix, John Thomsett

Due to personal reasons Allan is unable to attend meeting currently but will continue to be involved via email.

### 1. APOLOGIES

Mr Sethi, Murray Frankland,

### 2. MEETINGS OF THE PREVIOUS MEETING

Deferred minutes

### 3. MATTERS ARISING FROM MINUTES NOT ON THE AGENDA

N/A

### 4. UPDATE ON DEVELOPMENTS AT THE PRACTICE

- Current Team- 3 GP fulltime partner
- 5 long term locum
- Nurse Practitioner has now left
- The practice is on the pharmacy first scheme
- Ultra sound and physio in house
- New phone system now in place, gives an engaged tone. 4 staff taking calls

### 5. FRIENDS AND FAMILY

Asma provided details the analysis of the friends and family.

The analysis showed that patients are generally happy with the services provided. Telephone access was raised as a concern. Copy attached.

The members present agreed to the action plan presented. The areas for improvement on the plan are

- The telephone system – the previous system was insufficient. The practice will review how the new system is working
- Booking appointments more than two weeks in advance. Asma advised that due to high DNA's hey
- Continuity – being able to see the same doctor
- Hand Sanitiser – this action has now been completed

**6. TREASURERS REPORT**

Current balance on the account £241.

**7. TERMS OF REFERENCE**

Deferred

**8. CORRESPONDENCE**

Harsha had received a complaint from patient about poor service they had received. This had been passed to the practice and now resolved

**9. DATES OF NEXT MEETING**

Monday 11 April 5.30pm

**Signature** ..... **Chair PPG**      **Date** .....