

SWANLOW MEDICAL CENTRE

Patient Participation Group Minutes

14th March 2013

Attendees	Ange Roberts (Swanlow), Gwen Tipple, David Tipple, Gina Lewis
Apologies	Mal Leigh, Pete Gaskell

Item		Action
1. Apols	As above	
2. Welcome	AR opened the meeting which commenced at 13:00 on 14 th March 2013. We welcomed our new members Mrs Gina Lewis to her first meeting.	All
3. Minutes of last meeting	Agreed as accurate	
4. Results of PPG	<p>We sent out the survey to 200 random patients. The first question was in relation to our new GP Triage system which has been in place since 30.10.2012. The overall patient satisfaction was 95%. We have decided to introduce a sit and wait clinic to run alongside the GP Triage system. When a patient rings in asking for an urgent on the day appointment they will be offered either GP Triage or to come to the Sit and Wait clinic.</p> <p>75% of patients were happy with the time they waited to see their GP of choice and 85% of patients were happy that they are able to see their GP of choice. It has become apparent that patients are not happy to wait for longer than 2 weeks for a routine appointment even though we do stress a routine can be up to 4 weeks in advance. AR to advertise in the newsletter, on the envisage media display and on the website the different ways to book an appointment and the range of appointments we offer.</p> <p>50% of patents are happy with the phone system which leaves 50% who are not. Unfortunately there are no easy options to alleviate this problem.</p>	All
Date of next meeting	<p>Please note change of date from the agreed date and time in the meeting:</p> <p>Thursday 20th June 2013 2pm Conference Room 2</p>	All