

Minutes of Horndean Patient Participation Group meeting  
on 27 January 2015 at 6.30

Apology

Present

Minutes of the last meeting were not available.

Report from Locality Patient Group and Community Engagement Committee from Caroline (attached). Dr Coombe developed some of the points made.

Partnership Changes Dr Allured will leave in April but will offer some locum appointments. There was a very strong field of applicants and a new partner has been appointed. Dr Clare Matthews will also become a partner from April. At the start of February, two trainees who are each coming to the end of their GP training will join the practice.

Friends and Family Test and Patient Survey All F and F responses had been positive. Jean reported that there had been very few complaints across a range of respondents; these had been mainly about appointments. A new appointments system is being introduced which will be audited, possibly by the next meeting. Jean will produce a newsletter to make patients aware of the new doctors and the new system. It is hoped that improvements will be seen within four weeks of the new system being introduced.

There is a need to identify problems and to try to avoid patients having to ring more than once. A nurse triage will be available on the day. There was discussion of various pressures, including telephone difficulties, timings and clarification of telephone consultations.

Update on developments Dr Coombe reported that Linden Homes are asking for the money for the medical centre in advance of the move, which is not possible. Problems with the car park include ramp, wall and entrances/exits. EHDC have called a meeting next week. Developments are awaited.

Any Other Business Brief medical summaries will be available on EMIS, including immunisation and vaccination records. Future electronic transmission of prescriptions may become available.

Date of Next Meeting 31 March at 6.30

The meeting ended at 7.35.