



MORDEN HILL PATIENTS GROUP

MINUTES OF MEETING – Tuesday 31st January 2012

PRESENT: AC, AM, JA, CC, BM, CB, CAB, SS, VY.

Apologies: GC, LP

1. Discussed the annual survey for the surgery that is related to the Quality Assessment framework, (QAF) all participated in going through the questions listed and deciding what questions were relevant for the survey all decided on 10 questions in all. BM requested to include a question to help identify carers within the surgery and if they know how to access services within the area.
2. SS attended the meeting and discussed the complaints received from patients, 1.A women complained on behalf of her husband, 2.Seat in the waiting room is uncomfortable and automated check in very slow, 3.Seldoc waiting time is too long, 4. A women who felt she waited too long to see the GP and then complained that staff were rude to her.
3. All agreed that the surgery followed policy and procedure whilst getting a good outcome for most of the complaints. However, a few of the complaints are still ongoing and will hopefully come to a successful outcome but it was decided that the surgery will be reviewing their zero tolerance policy as a result. In addition, a result of one of the complaints means the waiting area will be refurbished with additional padding to the seats and the automated check in system is now working more efficiently.
4. AOB – None

Footnote: Paul Chapman has now added our chosen survey to the Morden Hill Surgery Web
In has decided to add a separate “Carers Form” to the web to complete of which he is currently working on and should be ready to add within the next 2-4 wks.

5. **Next Meeting – Tuesday 6th March 4.30pm**