



# MORDEN HILL PATIENTS GROUP

**MINUTES OF MEETING – Tuesday 12<sup>th</sup> March 2013**

**PRESENT:** SP, AC, CC, LP, AM, JA, LC, CAB' SS

**Apologies:** GC

- 2 Minutes of last meeting agreed.
- 3 Electronic prescriptions are now on-line, they are faster to process and essentially working well
- 4 We discussed the Emergency Clinic which has been put into place on Mondays. This has been funded with some money left over by the PCT and designed to help to reduce the number of Pts attending A&E. this will run until 2<sup>nd</sup> April.
- 5 The group was keen to know how the Commissioning meetings would impact on Dr Abraham's time. SS explained how there would be little increase in responsibility for him.
- 6 Thr group reviewed the Survey Results which generally show satisfaction with the services provided within Morden Hill with the exception of responding to phone calls.
- 7 The surgery will be looking to improving this by re-recording the greeting message requesting patients ring after 9am for anything other than appts or urgent matters which should help with the call volume; possibly even seeking advice from the phone company as to whether we are able to have the enquiry phone activate after 9am. Once we put this change in place we intent to advertise this in the surgery as well as giving out leaflets explaining this.
- 8 We are also considering telephone slots for all GP's on a regular basis as a result of the survey as patients find this to be convenient.

Next Meeting: 11<sup>th</sup> June 2013 @ 4:30pm

Agenda to include results of QOF & outcome of Survey changes made.