



# MORDEN HILL PATIENTS GROUP

## MINUTES OF MEETING – Tuesday 18<sup>th</sup> March 2014

**PRESENT:** AC, AM, LP, VY, AP, LC, CAB, SS

**Apologies:** BM, SP, JA

A Warm Welcome to a new member AP as her first attendance

The purpose of the group on this occasion was to review and discuss an action plan for the yearly Morden Hill Survey.

Various issues were addressed before a decision was made and some of those issues discussed were extra late night sessions.

Sandy is working in a collaborative group who are looking as a possible shared late night clinics with other surgeries.

The Jayex board was thought to be a good way to disseminate information to patients of changes to the surgery policies.

Another point was blood testing in the surgery but unfortunately this cannot happen as we no longer have the room availability.

Patient would like a confidential Place to discuss their problems. Reception to be aware of this and ask Patients to wait away from the desk area and suggest patients may wish to discuss issues away from the desk.

Reception Staff's attitude and patient dissatisfaction were a high priority.

It was suggested a Surgery Charter would help the Patient understand the Surgery Policies and what is expected of them.

Patient Awareness of On-Line Appts

From this evaluation the PPG decided the key points to address from the Survey were as follows:

1. Problem in Reception (Staff Aggression) To be address at "Away Day" in April
2. Promote On-Line Appointments was Suggested. PPG Promotion Week. (Analysis of Age Group of On-Line uses)
3. Telephone message to Inc. Only appointments can be dealt with between 8-9am. Possible option to only open Enq. Line after 9am. Promote on Jayex Board.

4. Waiting Time for GP's. To look at ways to improve the time a patient waits in the surgery for the GP. Suggestions were made for Reception to inform the Patient on arrival of current waiting time, possibly to use Jayex or similar.

The Group also felt The Surgery Staff should all be congratulated for all their continual hard work.

CB discussed the possibility of a Consultant from Blackheath Hospital coming to talk about medical topics  
\*Cardiology \* Rheumatology \* Dermatology \* Gynaecology \* Orthopaedics \* Paediatrics- General.

The Group decided to have Cardiology as their first topic.

It was agreed to offer the places to the PPG first with a cut -off date to reserve a place before offering to the Surgery Patients with a maximum of 20? Places.

#### Agenda for Meeting **Tuesday 17th June 2014 at 4:30pm**

- Tracy Rowe Primary Care Manager from the Blackheath Hospital with a Consultant to talk on Cardiology  
**Please let me know ASAP or by 23<sup>rd</sup> May if you would like to come? *This will be on a "first come" basis as there are limit places.***
- **AOB**