Spur Road Surgery Patient Participation Group Meeting

8th July 2015: Time: 2:00pm-3:00pm

6 Patients and 5 staff attended

Doctor opens up the meeting by welcoming everyone. He then asks the patient for any feedback on how the surgery is running. He gives everyone an update on the present and forth coming events. He tells them that he is trying to obtain another doctor.

Barnali then goes on to explain that certain tasks have been moved from secondary (hospitals) to primary care (surgery’s). This means that the consultation needs to now address not only treating the patient but to advise them with healthy lifestyle choices. In turn this makes it impossible to complete a consultation in 10 minutes.

As waiting time is a big issue amongst some patients, the group discussed the issue at length. From the discussion the results were:

* To inform the patients how long their consultation took
* To place a poster on how long consultations take on average
* 50 ways to improve health poster (to reduce coming to the doctor)
* To place a catchphrase regarding waiting time on the TV

Patients were thanked for completing the NHS choice feedback form.

The PPG discussed the following things:

* Running health classes i.e. yoga
* Linking all the practices in the area
* Need a representative for the Haringey team

Next meeting will be on 23rd September 2015