**Patient group meeting**

Date

19/03/2019

**Attendees**

Dr P Mittal

Patient MF (male)

Patient MH (female)

**Patient group meeting. Clapham junction medical practice**

The main topics of discussion were

1) Feedback regarding the family for the friends and family tests

2) Changes to reception staff

3) The addition of a new nurse to the team and the regular practice nurse was leaving

4) Patient concerns and expectations

5) Appointments and how accessible these were

6) The advent of PCN’s

The feedback regarding the practice was very positive and thankfully the practice had some very constructive feedback regarding the running and access to their usual GP.

One of our usual receptionists had recently left and I explained that we were looking for a suitable candidate for a replacement. The workload on the single remaining receptionist was raised as a concern by both patients who attended and I was able to invite the receptionist in to discuss this (she was happy to). She very honestly explained that she and the practice manager had divided up the task list and were able to adequately manage the tasks and the doctors had been asked to kindly do their own ERS referrals which was in the process of starting.

I explained that the practice had employed a new nurse who was due to start in the summer. This alleviated some concerns as patients had been unable to access nurse appointments for some weeks due to this and this was putting strain on the local services. I had taken over the majority of suture removal and dressings while Dr Ansari had taken over the majority of the smear tests and childhood immunisations. I was doing the travel immunisations ad-hoc as well.

The patients raised some concerns regarding the workload on the doctors given the above and I explained that specific slots had been put into our clinics to accommodate these patients hence they were not just being squeezed in.

It was very endearing that the patients had thought about the staff in both the above points and I was able to allay their fears.

The patients had found appointments relatively easy to come by and were happy that emergencies and children were always accommodated. They were happy with the practice sign-posting system in the event that they could not be seen.

I discussed the progression towards forming PCN’s and the drive towards this as well as the potential benefits and aims of the process. I explained which practices were within our PCN and what added services may become available for the benefit of the patients. The patients were curious about this however it was early days at the time and I had promised an update in the coming months.

The meeting was concluded with any other business and winter wellness and flu clinics were discussed.

I invited the patients to leave any other feedback if they thought about it later and also to feel free to email the practice manager with any queries or concerns.