**Patient Group meeting 24th March 2014 at Felmores Surgery**

**Attended Apologies**

**Dr Chandel Kelly Wright**

**Dr Mampilly Norman Farmer**

**Maria Mampilly Sastrisha Mohammed**

**Gloria Allen (Felmores patient)**

**Christopher Smith (Laindon patient)**

**Barbara Lambert (Laindon Patient)**

**Carole Cater Receptionist taking minuets**

**Agenda**

1. **Online booking appointments and ordering prescriptions**
2. **Female GP at Felmores Surgery**
3. **A&E attendances**
4. **CQC surgery visit**
5. **Survey Report**
6. **Any other business**

**Online booking appointments and ordering prescriptions.**

**Maria explained about Surgery website. Showed group the website and how to gain access to appointments and prescription. Patient Participation Group meeting minuets are on the website. Everyone can access the minuets of all the meetings. Maybe this would encourage more to join.**

**Group agreed it was good idea to be able to book appointments and get repeat prescriptions. All patient’s given a printout of their username and password.**

**Female GP.**

**We have a female GP at Felmores surgery on Wednesday evenings. The times may be increased if required by patients and possibly a surgery at Laindon if patients request this.**

**A&E attendances.**

**If the surgery is open but no appointments are available, patients should not go to A&E. When the surgery is closed they should ring the Out of Hours number which is on the answer machine instead of attending A&E. All agreed as patients go for colds etc.**

**CQC surgery visit.**

**CQC (Care Quality Commission) visited on 15/11/2013 Drs explained what they do and where they check. They give 48 hours’ notice before the visit. Explained that surgery did very well on the last visit with the exception of patients under 16 can be seen for contraception and only without parent’s consent. Reception staffs were not aware of this at the time and all staff has been made aware now.**

**Drs explained Gillick Competency and The Fraser guidelines. The notice is now displayed in the waiting room.**

**Survey Report**

**As we have issued survey from 17/2/2014 till 17/03/2014 we have received paper copies 224 and one completed via website. We want more patient participate through the web.**

**Any other business**

**Christopher Smith liked the website and the idea of being able to book appointments and get repeat prescription on line. He said he would try it to see how he got on.**

**Patients phone too early in the morning to get results and order repeat prescriptions. Maria to change answer phone message to ask patients to ring back at a later time.**

**It was agreed by all that more patients were needed to join the PPG meetings. It was suggested that a notice was put in reception at both surgeries.**

**Too many patients DNA their appointments.**

**Next Meetings**

**Monday 16th June 2014 2.00 – 3.00 Laindon Surgery**

**Monday 15th September 2014 2.00 – 3.00 Felmores Surgery**

**Monday 8th December 2014 2.00 – 3.00 TBA**

**All dates and locations to be confirmed by Email with patients nearer the time**