

Manor Park Medical Centre Participation Group Meeting 18th March 2014

Agenda & Minutes of meeting

Attendees: RC AB BH MM DP CB WM

Welcome and thank you for attending the patient participation group meeting

1. BH raised concerns regarding the amount of appointments available at the surgery. The group was informed that the surgery offers between 940-1000 (approx) appointments per month for GP and Nurses.
2. The questionnaire regarding the telephone system which was completed by patients at the end of February, showed that 40 patients out of 57 said that they would prefer to keep the current telephone system (getting the engaged tone at no cost). The other 17 patients chose option 2 which is a filter system (Press 1 for appointments etc.) However, patients will be charged for this service. MM mentioned the possible frustration and anxiety of having to redial the surgery number.
3. The group was informed that the surgery is setting up the text message service which will confirm a patient's appointment and remind them of the appointment 48hours before. This will help reduce the amount of non-attendances.
4. To help reduce the amount of non-attendances DP suggested putting a note on the bottom of the appointment slips. CB to look into changing this.
5. Larger posters will be put up in the waiting area to inform patients on a monthly basis the amount of non-attendances.
6. The group felt that after given statistics on the amount of wasted appointments that the practice should be stricter with patients who are wasting them without a good cause/reason. The GP's can see the amount of appointments that the patient has not attended and will discuss this when the patient next comes into surgery.
7. The surgery now operates a service for booking appointments online. Patients must register at the Reception to receive this service.
8. February's report for non-attendances;
.118 Nurse Appointments &
.80 GP appointments

Next meeting Monday 2nd June 2013 at 1.30pm