

Derwent Crescent Medical Centre
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Dr Jonathan Lubin MRCP MRCGP
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Associate Practitioners
Dr Irene Liu BM MRCGP DRCOG
Dr Laila Abdullah MBBS BSc MRCCG

PPG MEETING – THURSDAY 3RD MARCH 2016

Present:

Dr KB, WS, Dr KR, Ms EG, Mr MS, Ms RC, Mr HK, Ms VD, Mrs SM and Mr PM

Welcome:

Dr Boodle and Waleed welcomed everyone and thanked them for attending the meeting

Introduction:

Dr Boodle introduced the new manager Waleed Shamki, Waleed chaired the meeting and then all members introduced themselves

Agenda Items:

Waleed talked about the purpose of setting up Patient Participation Group (PPG), the advantage and benefits to patients and the practice, so Waleed asked all members to be critical and frank, hence to make sure improvements and communications are honest and clear.

Waleed handed out copies of NHS choice showing Derwent Medical Centre level on patient's recommendations to friends and family, it was 88% which was high compared to other practices within Barnet

The other issue that covered by Waleed was, the practice last patient's survey and patients responses to specific areas including patients access and waiting time, which were higher than the national average targets

Waleed then handed over to the members to air their views, suggestions, recommendations and concerns, and these were as follows;

1. Couple of patients were not aware of our Saturday extended hours service- we do provide that on the third Saturday AM of every month. Also on the third Thursday evening of every month.

Actions: The above has been displayed in the surgery, on our Jayex display screen, practice leaflet and to review the website information

2. Some asked if the practice could display a list of our nurses clinics (speciality)-

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Action: Agreed. This has now been actioned and displayed in the waiting area (Previously this has been published on our website and on the practice leaflet)

3. Do we offer nurses appointments online?-Yes we do

Action: we recognised that the practice needs to make patients more aware of this facility (previously this has been displayed on our website, Jayex display screen and on our leaflet)

4. The staircase is an issue for some elderly and disabled patients- (the practice acknowledged this issue, however, when booking appointments patients encouraged to notify reception of any problems climbing stairs)

Action: patient notice being displayed in reception, informing patients to request any special mobility requirements

5. The practice website needs improvements including more information- (it was unspecified of what exactly was required)

Action: the website is to be reviewed to make it more patient friendly

6. Parking is an issue- (the practice is aware of this issue for many years, but the CPZ which has been implemented by the council was by local choice. There is a disabled parking space directly outside the surgery)

Action: The practice will seek to explore different avenues, although, it's unlikely that the current council policy will change

7. water cooler for patients- (Agreed, it is a good idea)

Action: there are two types of water coolers, one plumbed into the mains, and the other type is replenished by water bottles. The practice's health and safety leads will look at the best possible outcome of these two solutions

Finally Waleed thanked all members for their feedback and suggested next meeting to be in June and the date will be confirmed by email