Sunbury Patient Participation Group Meeting

Minutes for 13/2/14

Present: Helen O'Shea MBE, Polly Healy, Dorothy Lindter, Brian Catt, Neil Huntingford, Paul Thompson and Dr Dave Gill.

Dr Gill confirmed he would provide an update for LOSRA on the measures currently in place or planned for the future to improve the situation for patients at Sunbury. Paul Thompson can then arrange for this to be published in response to complaints registered with them. Paul Thompson wanted this to be completed in two weeks time.

AP Response to be published by Dr Gill and Dr Gill

Brian Catt offered to provide Helen O'Shea with an email address for Steve McCarthy from the board at Ashford and St Peter's Hospital.

AP Helen O'Shea to contact Steve McCarthy

Dr Gill confirmed that around 300 patient surveys have been completed with 50 remaining. He is awaiting an analysis of the information. He anticipates having the

results for our next meeting. Collation of the information is anticipated next month.

AP Practice manager to provide analysis and update

Paul Thompson asked about the IT position. Dr Gill said there was no update on the installation of CLOUD. Paul said it would seriously improve public regards for the health centre if this could be installed.

Regarding the IT issues upstairs, the meeting room is not currently needed as another room became available.

Polly Healy has offered to tidy up the notice boards together with Neil Huntingsford and Jackie the office manager.

AP Polly, Jackie and Neil to improve the notice boards

Paul Thompson raised the topic of Healthwatch administered by the Citizens Advice Bureau.

Dr Gill stated that the provision of hand sanitizer has been approved by the doctors but has yet to be implemented.

Dr Gill stated that it was not anticipated at this time that appointments with the doctors would have to be confirmed although it was hoped that this would reduce the number of no shows and cancellations.

Dr Gill stated that this was the busiest time of the year for the doctors.

Brian Catt stated that the facilities are inadequate and Paul Thompson said there were not enough nurses. Dr Gill said future complaints should come through the Patient Participation Group. Brian said the Health Centre was currently coping with twenty thousand patients and it was designed to cope with eight thousand. He said we needed to make the most of what we have. Dr Gill said there have been changes over the past two or three months.

Neil said while we have significant long term goals we must also have attainable short term goals in the meantime. Dr Gill said the local Council have been very supportive. He has also had a meeting with Kwasi Kwarteng MP.

Dr Gill sees Councillor Tim Evans every two weeks. Polly Healy is to write to her contact in NHS Properties Ltd.

Helen O'Shea is to ring Tim Evans since he did not come along to the meeting.

AP Helen to ring Tim Evans to get an update of any support they have to offer.

Patients now have to contact the surgery to get the results of their blood tests. Some patients have found the system to be unsatisfactory because they took the responses to be an indication that there was a problem with their health.

Next meeting 3/4/14. Paul Thompson to chair. Apologies for absence from Helen O'Shea.