SUNBURY PATIENT PARTICIPATION GROUP MEETING 13/11/13

Present
Mrs. Jennifer Harris (Patient)
Dorothy Linter (Patient)
Paul Thompson LOSRA and PPG
Pauline Healy (Patient)
Dr. David Gill
Dr. Glyn Chapman
Varsha Mandalia (Manager)
Elleke Carling
Brian Catt (Ashford Hospital Governor)
Helen O'Shea MBE (PPG Representative

HO opened the meeting and invited everyone to introduce themselves.

She asked Doctors Gill and Chapman if they could update the group on events so far. VM explained that councillors Daksha Patel and Tim Nolan had met with the doctors to discuss the issues at the Health Centre. They discussed the need for more space. They considered new premises but Dr C said that realistically this could take five years to achieve.

There was then a discussion over who was responsible for providing better accommodation. PT asked if it was possible to use the existing space in a better way. VM said that was a possibility.

Dr. G said there would soon be an increase in the number of patients because of recent building in the area. There was a discussion on the optimum number of patients each GP could have on the books.

PT stated the main problem seemed to be that people could not get an appointment. Dr. C said we were not actually low on doctors many other surgeries had less, but used nursing staff. Dr. C explained that the health professionals at the centre had tried everything to make it easier for patients to get appointments.

BC said we all wanted to support them in any way we could and asked them what they wanted us to do.

There was a discussion on the ways in which patients get appointments with varying degrees of success. VM said they were looking at additional staff.

Dr G referred to the high level of doctor to patient contact at Sunbury. There was a discussion about the recent patient survey.

Dr C explained the duty system for dealing with additional responsibilities. It was stated that a new nurse will be joining the Health Centre shortly.

BC referred to concerns about the admin support staff. Dr C referred him to the 7 hour staff training days.

Drs Gill and Chapman listed a number of changes to be put in place as soon as practicably possible.
More telephone lines
2 more salaried doctors (amounting to 1 in real terms)
2 new partner to replace one departing
A full time nurse
A nurse practitioner
Reassessing the rooms

PT said he was pleased to hear of these short term solutions, but reminded us that a long term solution must still be found.

VM stated that a new receptionist was due to start work on the 9th of December.

Other solutions were discussed hypothetically and Dr G proposed they could consider lunchtime appointments in the future.

BC asked about funding for improvements and he will look into this.

The meeting was closed with thanks to all for attending. The next meeting of this group is on the 15th of January 2014.