

## MEETING WEDNESDAY 16<sup>th</sup> MAY 2018

Unfortunately a few members are unable to attend today, Sandra will post the survey results to them so that they comment if they wish to.

We will put up a poster to ask for new members, we will wait until we are in our new premises.

### **Moving Premises**

Previous minutes agreed.

We now have an estimated date to move as 30<sup>th</sup> September 2018, still waiting confirmation.

To summarise partners are still in negotiation over the lease, the practice manages all services in house at the moment. We will be paying service charges when we move which will be managed by property services who own Patrick Doody. So far the charges are unaffordable.

Affordability is being looked at by the people involved. The CCG defiantly requires the move to happen.

The group felt strongly that we should not go to another building without reassurance that the building will be of a standard that meets the present regulations and will be CQC compliant.

The Chairman said he will support us with the group backing if required.

In the interim the practice has signed a lease at Princes Road with the owner Dr Sharma which enables the practice to stay in this building until Patrick Doody is ready for us to move in.

Dr Ranaweera retired at the end of March 18 and we have taken on a new Salary GP Dr Mona Kabir to replace Dr Ranaweera who worked 6 sessions a week..

Sandra spoke about the local hub that is held weekdays after 5pm and weekends at the Nelson Health Centre, these appointments are with a GP or a Practice Nurse and appointments are pre bookable.

Previously the group has created & looked at a patient questionnaire, we now have on going friends & family surveys that are available at any time and sent to patients following an appointment with the Doctor or Nurse via a text message.

Sandra passed round the results of the latest Friends & Family Surveys and comments from the patients. Sandra will post the survey out to the members that could not attend today.

We looked at the last Friends & Family Test from January – March 18

239 surveys completed the comments are as below:

Extremely likely 156

Likely 69

Neither likely nor unlikely 7

Unlikely 1

Extremely unlikely 6

Don't know 0

The comments were also looked at:

Excellent staff both medical and admin. I like the availability of appointments especially the new commuter appointments.

Everyone in the surgery are helpful.

Professionalism is very high and family and I are highly satisfied with all the care from the surgery.

Efficient, prompt, professional and friendly.

Friendly and accommodating reception staff and great Doctors.

The surgery always tries to accommodate our needs and provide prompt care and attention.

The speed of registration and the ability to get appointments on the day when you need them. Friendly staff and GP's who care and listen.

The group said that the practice result is positive as it was still above 90% which is excellent.

It is difficult to trace the exact comments to the patient as these surveys are anonymous.

Minor surgery will be taken over by Dr Sharifi.

Sandra will contact the members to arrange another meeting.