

Akerman Medical Practice

Minutes of Patient Participation Group

Date: 25th March 2014

Minutes Taken By: Neil Rodrigues (NR)

Item	Discussion & Decision
Welcome	Went through introductions Discussed that we haven't meeting in a long time and that we need to increase frequency of meeting to have any meaning. Decided on once a quarter.
Purpose of the Group	Discussed that quarterly meetings with updates and feedback would potentially help to raise awareness to potential future concerns of the GP federation scheme.
Your Thoughts	One patient suggested it would be good if we had access to minutes or summary of what's happening with surrounding practices and also systems and services other boroughs are offering.
Communication	Appointments are not adequate, Neil explained the system and pointed out that if we changed we would only be able to see half the patients. Care.data: Neil explained the difference between care.data and Summary care record. Care.data is going to be accessed by special interest groups to see the overall population and services that are required. Summary Care Record is for health professionals. Re-introduction of the newsletter. Signage in the building. Saturday telephone line open.
Practice's view on the future of General Practice	Going to be federating with other practices, do not know the full implications of this yet, will have more information for the next meeting.
Patient Feedback	Check on services most referred to and see if we can accommodate this service at Akerman. Also to look into having alternative therapies in the building e.g acupuncture, homeotherapy. Doctors not listening or not showing any empathy. Agenda before meeting. More specific times for doctors when they call, Craig explained that they try to give as specific as possible but due to the nature of the practice its best to say a ½ gap.