



ARCADIAN GARDENS SURGERY PATIENT PARTICIPATION GROUP (PPG) MEETING

Meeting Minutes

Friday 11th September 2020

Dear all,

Please find the minutes from our meeting on 11th September 2020 below:

- Patient group expressed concern and frustration as there is difficulty in getting an appointment. That was acknowledged. We explained the two types of appointments that we offer; the pre-booked ones, that can get booked in advanced and the appointments that open at 8am every day. There were 18 available appointments opening up every day at 8am (alongside the pre-booked ones). That number is now increasing to 25 book-on-the-day appointments, with immediate effect, to help patients be able to get an appointment on the day more easily.
- The group also brought to the meeting Incidents when calls with the doctors are booked but the patient is not called. The doctors said that they always ring, and the time is documented, but we also said that we will look into those issues and complaints individually to see what took place.
- Another issue raised was the receptionists' customer service skills as some of the patient group felt that they can be rude. We agreed that the receptionists will name themselves when they answer the phone as it really helps to know who the person dealing with the patients' requests is and to start forming a relationship. It was also explained that this is a new team, as a lot of the old members of the team left/retired and that they are learning and doing their best. A picture of the team – and their names – is attached to this email to help the group know who the team members are.
- Patients group is very happy with the doctors, Pedro and Lisa.
- There was concern expressed about the practice growing and the number of new registrations that we are inviting with our signage. We explained the need to increase our numbers for the surgery to stay viable and the care that we still put in individual treatments and also Pedro doing more hours.
- Patients expressed concern regarding the limited Parking spaces; a few of the spaces are taken up by the surgery's doctors and staff cars. Vagelis is going to find out if we can use the on-street parking too and get back to the group.
- Allotment possibility for the surgery's patients to use; – Clare mentioned that there is a plot, at the end of Arcadian Gardens, that we could potentially share with the church members. She also highlighted the possibility of actually having a plot at the surgery's front garden which would be easier logistics wise. Clare, Vagelis and Dr Karim to meet to discuss further in the next two weeks.
- It was pointed out that if patients find it difficult to get through on the phone to book an appointment with the doctors, they might find it easier to schedule one online by filling in an E-consult; E-consults can be booked through our website www.arcadiangardens.co.uk Patients can also book appointments via Patient Access if they have smartphones.
- Patients were reminded that prescription requests take 48-72 hours to be processed and that is best to request prescriptions 7 days before running out of the medications.
- We updated the group with the news that we purchased a new bariatric chair.
- Newsletter – We will start producing a Newsletter for the surgery that will be distributed to the group both via email as well as via hard copies.