

## Patient participation group

Minutes of the patient of the consultative Group meeting  
3<sup>rd</sup> April 2019

Dr Dutta	Bharti Koteche (Lead)
Chandrima Dutta	Agnello Desouza
Juleen Stewart	Nitin Desai
Sandra Spry	

- Informed members of the group regarding CQC feedback that the group has to be run by the members themselves and Bharti Koteche would be the lead.

### Changes for this year:

- New patient call in system installed at both practice.
- Tooting waiting room chairs were upgraded to a more stable and robust seating for patient.
- Practice now offers more Nurses appointments and run a SMEAR clinic and this contributed in the practice being able to hit target.
- Phlebotomy service is now offered in the practice. Phlebotomy service is offers in Tooting every Tuesday and in Balham for the rest of the week every morning from 8am to 1pm.
- DNA policy explained to the group that patient who missed 3 appointments with a period of six months would be at risk of being removed from the practice list.
- From May this year Saturday sessions would be all appointment base.
- The practice is considering offering book appointment for some GP to accommodate patients who prefer to book appointments.
- The practice is joining with other practice in Balham and Tooting area to form the new Primary Care Network.

- CQC inspection result is all good.

### **Patient and Doctor Concerns:**

- Patients raised their concern that they are not being informed of referrals that are being made by the GP. Assured them that the practice would be looking into this and will be implementing changes to address their concern and would have something in place before the next meeting.
- Warfarin Clinic in Tooting – patients raised their concern that the practice is stopping the service. Will get back to them if anything can be done to keep the service running.
- Patient's complaint that they don't get txt message from the hospital regarding their appointment. Explained to them that SGH operate numerous different IT system and not every department offers the txt reminder service.
- Patients received DNA letters or cancelled appointments letters or text from the hospital without them knowing of the appointment itself. Unfortunately could not offer explanation regarding this as the hospital operate a different system and the practice has no way of checking it out.

Next meeting will be held sometime in September and end of March next year.