

Horton Park Surgery Patient Group Meeting 18<sup>th</sup> October at 6.00pm

Present: Practice – Angela Worobel, Practice Manager (AW). Dr Robert Amedzro, GP Partner (RA).

Dr Timothy Clarke, Salaried GP (TC), Dr Naveed Ahmed, GP Registrar (NA).

Notetaker - Clare Wilby, Administrator (CW)

Patients: MG, JM, PM, AK, SK, AM, AA, LA, SD, NH, KD, FK, BA, RK,RP

AW welcomed members to the meeting. This meeting was specifically planned for the group to look at The Walk in Clinic.

AW explained to patients about the challenges facing the NHS and the practice. E.g. GP shortages, increase demand of patients.

AW talked through how the practice hoped it would work for patients and how it is still quite new and are willing to hear input from patients on how to make it better for them.

Issues raised from patients, waiting times, working patient, patients with children at school.

AK,PM, NH all said the walk in clinic was the best thing we as a practice had done.

One patient said she was unable to get her child seen after school who was asthmatic and no other option was given to her other than the walk in clinic the next day.

One patient said that some of her family members are unable to get to surgery due to been elderly or too unwell.

One patient said waiting times are worse in the walk in clinic.

AW said that the walk in clinic is under review and will be constantly reviewed and changed.

AW told patient not to expect great changes immediately as rotas are planned a month in advance and the practice needs to see if any of the changes have worked.

Meeting ended at 7.00pm

Date of next meeting: To be arranged