

Horton Park Surgery Patient Group Meeting 7th March at 6.00pm

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

Dr Timothy Clarke, Salaried GP (TC), Michelle Cunningham, Office Supervisor (MC)

Note taker - Clare Wilby, Administrator (CW)

Patients: KM, AI,SA,MM,RP,FK,AG,AM,MJ,RM,TH,PM,BC,RK,CH,DO,JE,LJP,RP,ZS,HR

RA welcomed members to the meeting. This meeting was specifically planned for the group to look at The Walk in Clinic and the changes which had been made since the last meeting.

RA talked through how the practice had made changes for patients and how it is working now for the patients

Issues raised from patients:

No evening appointments for working patients

Queueing outside the building before the doors open, would like building to open doors before 8am

Should be able to see a regular GP not different GP's all the time

Why multiple appointments can't be made

Patients should not have to be here to make a walk in appointment

Reception staff to be trained more not very accommodating

Reception staff to have less attitude

Reception ask to many details

Queue system on telephone takes too long

Afternoon walk in clinic twice a week

On line never works

Response from Practice members:

RA explained about extended access which is held on an evening at different practice's for our patients at The Ridge, Shipley and Picton Medical Practice this is for patients wanting an evening appointment.

AW informed patient's queueing outside the building before the doors open at 8am is out of our control as Integral run the building and therefore are not able to open the doors until 8am.

TC stated not all GP's work full time so not always able to accommodate that you see the same GP every time, if a GP wants to see you again as a follow up a slip will be given at the time of appointment for you to make another routine appointment.

Multiple appointments can be made on a routine basis.

MC is going to look into the ruling that a patient does not need to be present to make a walk in appointment.

MC said appointments are now on the system for 5 weeks at a time and best time to telephone is 1.30pm

MC/MTP to look into the telephone queue system and see if we can shorten the message

TC said doctors feel patients are happier than they were 5/6 months ago regarding getting appointments, a show of hands was asked for at the meeting and the majority thought it was working better for them also.

Meeting ended at 7.00pm

Date of next meeting: To be arranged