

MULBERRY MEDICAL PRACTICE

Minutes of Patients Reference Group (PRG)

Venue: Mulberry Medical Practice

Date: 18th February 2013

Time: 13.00hrs

Those present:

Cedric Isaac, James Flynn, Canagasabai Gunasegaram, Hana Kleiner, Val
Hembrow, Ahmed Mayet, Joan Mullord, Nivi Mehta, Maureen West

Apologise were given for non-attendees:

Mr Richard Fuller, Mr & Mrs Moussavi-Hejazi, Darshna Jeffrey

A question was raised re action taken on items brought up at last meeting and the Chairman stated that everything had now been actioned.

The Chairman stated that the web site had been delayed but would be up and running very soon. When asked about the results of the patient survey he replied that he had done a Pie chart but unfortunately could not access it on his computer whilst at the meeting. He stated that it could be accessed on Hana's email the address of which is Hanasaid@ Gmail.com but stated he would bring a print out to the next meeting. He also stated that the survey had had positive results.

On the question of parking outside the surgery Maureen West explained that she was dealing with this and it was ongoing as it took time to get answers from local councils and she would continue to see what could be done regarding a disabled area or drop off point for patients.

A discussion then took place regarding the PRG meetings and it was felt that these should be held in the evenings so that younger people and working people could have the opportunity to attend should they so wish.

Maureen West asked the Chairman what were the priorities to be discussed and he said that from the survey it was the top priority to review the opening times of the surgery and perhaps to include Saturdays. It was felt that this should be discussed with the senior doctors present so that answers could be given. It was also suggested that surgery start at 8.30am as opposed to 9.00am and maybe one doctor allocated to do emergency surgery only and maybe act as triage doctor.

Val explained that no emergencies are ever turned away and children are always seen or parents/guardians are telephoned to determine the next course of action. She also stated that the surgery already have one late night for commuters on Monday until 8.00pm. It was also requested that the

committee request Dr Gomes to do a clinic for elderly patients as she is no longer accessible at the Sefton Avenue Surgery unless you fit the criteria for the session booked.

The second priority was parking which was obviously going to get harder with more yellow lines pending.

A meeting is to be held on 21st February which members have been asked to attend the paperwork for this has already been circulated and a copy of this letter to be put in waiting room so patients can participate if they wish to. Val to action.

It was requested that a list of committee member's names and telephone numbers be circulated to members. Val to action for next meeting.

Next meeting to be held at Sefton Avenue Surgery on 13th May 2013 at 7.30pm.

Meeting ended at 15.00 hours.