

**Rother House Medical Centre Patient Participation Group Meeting**  
**Tuesday 20<sup>th</sup> March 2012**

**Present: Patients:** E. Cole, A. Marks, M. Morrison, S. Tolhurst, P. Toozer, S. Williams.

**Speaker:** (National Patient Champion) A. Brooks

**Drs:** T. Crook, K. King, C. Ramos, S. Khan.

**Practice Manager** T. Ganner and Assistant Practice Manager J. Spencer.

**Apologies:** A. Smith.

Tom welcomed everyone to the meeting and introduced speaker Ashley Brooks (National Patient Champion).

Following treatment for leukaemia at St Bart's Hospital, London, Ashley is the first National Patient Champion sponsored by the Department of Health. He was appointed in May 2010 following the recognition of his campaign to reduce MRSA and other infectious diseases within hospital settings and improve hygiene in general across the NHS. Ashley said that the treatment he received at St Bart's was nothing less than world class, but following his treatment there he was transferred to his local hospital where whilst being treated for pneumonia, he contracted MRSA. His experiences illustrated the huge differences in quality of care provision in the NHS and motivated him to personally try to make a difference to change this.

Part of his present role is to travel the UK helping Strategic Health Authorities with patient engagement and encouraging patients through Patient Participation Groups to engage and involve themselves in discussing issues of concern with GPs as Health Providers to provide feedback with the aim of improving services and also to highlight issues which could be brought to the attention of the Clinical Commissioning Groups.

Ashley gave a comprehensive description of the Changes in the structure of the NHS and reinforced the message that without public feedback service improvements cannot be made, emphasising the value of Patient Participation Groups.

A brief question and answer session was followed by the rest of the meeting:

Tom highlighted for clarity that there are two levels of interest: 1. Practice level and 2. Commissioning level. Tom asked if anyone was interested in joining the Commissioning level to let him know.

Tom reported that the Practice Survey had recently been completed and the results are available on the website. He ran through the results with those present at the meeting:  
78.2% patients who responded felt that they understood the Practice appointment system.  
70.9% " were generally happy with the system for making an appointment to see a nurse or doctor.  
92.7% " were happy with the clinical care from GPs.

100%       “                               were happy with the clinical care from Nurses.  
70.9%       “                               were happy with the Practice's opening times.

Issues brought up by the patient representatives relating to difficulties experienced in getting through by telephone and the appointment system in general were discussed. Also the fact that we don't have a routine surgery on Friday afternoons was mentioned and the suggestion of moving the day to a Wednesday was made. Dr Ramos mentioned that The Practice is going to undertake a Study which will look at how we currently manage appointments and will help us to assess our present system.

Three areas highlighted to focus on from this meeting:

1. Friday afternoon opening?
2. Difficulties experienced by patients telephoning for appointments.
3. Difficulties experienced with the hospital Phlebotomy service.

The meeting closed at 7.30pm

A handwritten signature in black ink, appearing to be 'Ramos', written in a cursive style.

26/3/12