

LAKESIDE MEDICAL PRACTICE

Minutes of Meeting held on Thursday 15th March 2012 to discuss the result of the Patients Satisfaction Survey

Present:

Dr Prem Anand, Dr Anne Milstein,
Dr Ginny Todd MBE and Mary Chambers MBE (representing the
Friends of Lakeside) and Diane Simes (Business Manager)

The meeting had been called to finalise the Survey Report and
decide on an action plan to resolve difficulties expressed by patients
in the Survey.

1. Welcome

Mary Chambers chaired the meeting from her position as Chair of
the Friends of Lakeside and welcomed the group to the meeting to
agree the Report she had produced on the outcome of the patient
survey. She reported that the Survey had been successful from the
Practice point of view but expressed her concern that despite the
government's direction that all practices should have a PPG nobody
was actually listening to the views of patients but she thanked the
partners present for being the exception. Mary had written to Dr
Howard Stoate, Chair of the Bexley Clinical Cabinet, as the result of
an article he had written in the Bexley Patient Group newsletter
promoting the 'real voice' of patients.

2. The Survey Report

Dr Anand read the report out loud for discussion later. There were
concerns that the Friends Committee did not reflect or represent the
practice population but the meeting agreed that this could be the
very nature of the population here and/or the ambivalence of
patients due to the dislikes reflected in the satisfaction survey.
Mary thought that the PCT had put unreasonable demands with
regard to deadlines for the Survey to be submitted to them for
acceptance.

The Survey offered 9 topics in total for patients to comment on with
an invitation to comment on 3 only which were highest in priority
for likes and dislikes in their view.

This resulted in the Practice deciding on an Action Plan addressing patients' priorities.

Without exception the main areas of concern addressed problems with the reception and waiting areas. There were consistent and complimentary remarks about the Practice and the quality of the NHS Survey. With a special mention to GPs.

See Survey for full plan of action.

- Practice Environment
- Waiting Area
- Confidentiality – reception desk
- Access to Information
- Test Results
- Come and Wait Surgeries

It was agreed to go ahead with the action plan in conjunction with the Friends and the Medical Practice

Mary J Chambers MBE
15th March 2012