

Twickenham Park Surgery – Patient Group

Informal Meeting : Monday 25th January 2016 - 2:30 to 3:15

Attendees:

MC - Maureen Chatterley – Member

SM - Serena Medina – Practice Manager

Agenda:

How to recruit more members to patient group

Discussion:

1. It was noted that the surgery was a product of its own success. Patients in general felt that it was a good surgery that gave a very good service so had little cause to criticize or could not see what improvements were necessary so little interest in getting together as member of a patient group.
2. The patient group should be representative of all patient groups e.g. old, mental health, mothers with babies & school children, disabled.....
3. Communication appears to be the main problem. How does the patient group make themselves known and get messages across

- Email : problems – must have permission & problems with keeping email addresses up to date
- Texting : costly and who pays
- Web site : low use - few read
- Mailing : costly
- Notice boards :
- Receptionists :

***** SM - Start with a flyer on surgery notice board and see what response we get.**

4. Need to stimulate interest in patient group. We need to identify issues & problems. Ask questions like “What would you like your patient group to do this year and would you like to get involved”. Thought complaints might be avenue but these are all investigated in depth by the surgery and internal action taken. Suggestions for improvement could include the following

- Improve pathways & processes e.g. referrals – recent experiences
- Improve understanding of pathways & processes for patients –what should happen with responsibilities and who to call when problems.
- Clarify common misunderstandings & pre-conceived ideas.
- How to be a good patient – responsibilities & preparation for appointment.

5. Need to get word out on new innovations e.g. MyHealth and that it is now on mobile phone; Richmond GP Hubs offering 7 day GP service 8am to 8pm by appointment only with access to your medical records.

Conclusion – this is too hard. We would start with flyer and convene a meeting with anybody showing an interest plus any members of the original group still wishing to be involved. We could hold it on a Monday evening at 6:30 at the surgery as this eve/time seemed to work before and we could ask one of the GP partners to attend to give their thoughts on having a patient group at the practice.