

The Herschel Medical Centre

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PPG Meeting Thursday 5th July 2018

Present:

David Bryce – Chairperson

Pat Morgan – Secretary

Kelly Barrow – Operations Manager

Jo Pollard – Herschel M C

Deidre Davies

Jim Donavon

Maureen Carter

Wendy Whitehead

Christine Pollard

Apologies: Mary Abraham

Kelly Barrow introduced herself to everyone and explained that she had worked at the following practices, Village Medical Centre, Wexham Road Surgery, and Upton Hospital. She then went on to report on several items herself & David has discussed at their meeting, mentioning that she had been in post for only 2 weeks & to bear with her to start addressing some of the issues raised.

Radio/TV

Kelly explained that the maintenance fee for the TV was no longer in existence which left the Radio licence “up in the air”

It was still being looked at

Appointment System

The group insisted they were not impressed and it could be much better

The partners were in agreement that if a Doctor wanted to see you in 2 weeks' time you should be able to get one made for you at Reception; apparently Doctors, we were told CAN make them on their computer!

The group asked how many appointments were available each day

We didn't really get an answer as Kelly says spread across the other professionals there were adequate slots

It was suggested that a message was put into the system to say that there was heavy traffic & to call back later

It was also pointed out that you can come in and make an appointment

The Partners and Kelly to have a meeting to audit slots & see where the gaps are as during the week it can be very uneven

The online booking system to be looked at as well

Doctor's call back (Tues – Thurs only)

It was felt this could be longer or more than one Doctor making them, as it was very useful in opening up slots that were not needed for a patient to come in and see a Doctor

The Signing in machine in Reception

This it was pointed out was not used often enough, by most Patients and possibly not seen clearly by patients

Although it is in several languages, the sign to it is in English only

A previous discussion was that it was too expensive to change the wiring to another place
The Group did not agree.

Complaints From Patients

Kelly shared with us 3 assorted complaints and explained how they had been dealt with, stating Dr Clarke took these seriously and made a point of personally making sure the patient happy with his reply

The Way Forward

David said we were very willing to get more involved in the Practice as up to now we felt we were there because we had to be

Kelly assured us this was not true as she would like us to be more active

Suggested we had our own board in Reception, with notes on various things we were promoting within the Practice e.g. the online booking system our Meeting date to encourage new members etc.

A quarterly Newsletter to be put both on the board and the Practice website

PPG Survey

David suggested this to be Sept/Oct to use last years questions if still relevant

New Patient Registration

New patients held up the queues and put pressure on the Staff, the group put several suggestions forward but for different reasons were turned down

AGM September 27th

This has been put off 4 times so must go ahead

Dr Clarke to attend

Guest Speaker

Maureen said she would contact the MacMillan speaker which we had to put off earlier in the year to book for November