**Squires Lane Medical Practice**

2 Squires Lane

Finchley

London, N3 2AU

**Minutes of the SPRG meeting**

**Date:** Thursday 30th October 2014

**Time:** 1pm

**Venue:** Squires Lane Medical Practice

**Apologies:**

Patients: Mrs MD, Mrs JA, Mrs AB, Mr CO (new), Mr GR (new)

**Attendees:**

Miss M Mydlova – (MM) Practice Manager

Mrs PM – (PM) patient

Mr HC – (HC) patient

Mr AJ – (AJ) patient

Mr BP – (BP) patient

**Agenda:**

* Welcome & Introduction
* Minutes from previous meeting & feedback
* Latest news about our potential move to the new premises at FMH
* Patient Satisfaction Report for May 2014
* Practice website
* New salaried GP

**Welcome & Introduction:**

MM started the meeting with a short introduction of all the attendees and she welcomed the new member Mr BP.

**Minutes from the previous meeting held on 4th June 2014:**

All the points of the minutes agreed. MM confirmed that communication has improved. All the members have been informed on time about the next meeting. We have also managed to advertise our group through our practice website and within the practice, and as a result we have recruited three new members (unfortunately two of the new members could not attend this meeting at the end).

**Latest news about our potential move to the new premises at FMH:**

With regret MM informed the members that the practice move to the new premises at FMH was unsuccessful.

**Patient satisfaction report for May 2014:**

Group went through the latest patient satisfaction report and although results were overall positive there was no significant improvement when compared to the previous surveys. After seeing the results we have agreed that our main areas of improvement are:

* Premises development
* Practice website (update & awareness)
* Improve communication channels between the practice and patients

MM informed the group about the coming FFT (Friends & Family Test) which will be available for the patients from December 2014 (MM will bring a copy of the feedback card to the next meeting).

**Practice website:**

Our practice is updating and developing the website at the moment. We have recognised thanks to our practice survey that many of our patients are not aware about our website therefore our future aim is to advertise and promote this way of communication with our patients.

**New salaried GP:**

MM informed the group that Dr Afsheen Tanveer joined our team of doctors in October 2014 and will cover am and pm sessions on every Thursday and Friday.

**Next meeting scheduled provisionally for the end of February 2015.**

The exact date and time will be confirmed closer to the time.

Minutes taken by MM.

If you have any comments or suggestions please contact Squires Lane Medical Practice at 020 8346 1516 and ask to speak to practice manager.