**Squires Lane Medical Practice**

2 Squires Lane

Finchley

London, N3 2AU

**Minutes of the SPRG Meeting**

**Date:** Wed 4th June 2014

**Time:** 1.30pm

**Place:** Squires Lane Medical Practice

**Apologies:**

Mrs D Harris – Practice Development Manager

Patients - Mr AJ, Mrs MD, Mrs JA, Mr RG, Mrs AB, Mr CO

**Attendees:**

Miss M Mydlova (MM) – Practice Manager

Mr HC – (HC) Patient

Mrs PM – (PM) Patient

**Opening of the meeting:**

MM started the meeting with a short introduction of all the attendees and she welcomed the new member Mrs PM. She also apologized that the last meeting scheduled for the 5th March 2014 had to be cancelled due to too many apologies.

**Agenda:**

* Minutes from the previous meeting & any feedback
* SPRG Constitution
* Patient Satisfaction Report from Sep 2013 & Jan 2014
* “Get to know cancer” pop-up shop in Barnet
* Next meeting

**Principal points discussed & decisions taken:**

* HC expressed his disappointment that almost eight months had passed since the group met last. He also pointed out that one weeks’ notice about the scheduled meeting is not acceptable (action: MM apologized for the short notice period about the March meeting and assured the group that notice of the day, time and place of any future meetings will be confirmed at least four weeks in advance as stated in SPRG Constitution Document).
* MM went through the minutes of the last meeting and pointed out that all main objectives from previous meeting has been achieved:
1. Appointment procedure has improved and is continuously monitored to insure that adequate number or appointments are offered to our patients every week.
2. Constitution Document has been completed and is open for the SPRG to discuss.
3. Regular Patient Survey has been established and the results from two completed surveys in September 2013 and January 2014 are available to view and discuss.
4. Effective communication pathway has improved. We are in the process of implementing the new communication with our patients via the email and our practice website.
5. Squires Lane Medical Practice should this summer move to new premises at Finchley Memorial Hospital as the present building is not compliant to the requirements.
6. We have recruited three new reception staff to improve our services at the reception. All our receptionists are trained and are improving their skills constantly by attending all mandatory trainings throughout the year.
* MM went through the whole Constitution Document (action: MM will send a copy of the Constitution Document to all members who could not attend today).
* MM went through the two surveys and compared the results received in September 2103 and January 2014. The results were very positive and almost all areas have improved according to the survey (action: MM will send a copy of the two surveys to all members who could not attend today. She will also send a copy via email to HC and PM).
* MM informed HC and PM about “Get to know cancer” pop-up shop located in the Spires Shopping Centre in Barnet. NHS England was seeking committed volunteers from across London to help local people identify and prevent cancer.

All attendees confirmed their preferred way of communication as follows:

Miss M Mydlova: email

Mrs PM: email

Mr HC: email

**Next meeting scheduled provisionally for Wed 1st Oct 2014.**

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

**Minutes taken by:** Misha Mydlova

If you have any comments or suggestions please contact Squires Lane Medical Practice at 020 8346 1516.