**Squires Lane Medical Practice**

2 Squires Lane

Finchley

London, N3 2AU

**Minutes of the SPRG meeting**

**Date:** Wed 4 Nov 2015

**Time:** 12.30 – 1.30pm

**Venue:** Squires Lane Medical Practice

**Attendees:**

Miss M Mydlova – (MM) Practice Manager

Mr H Coe – (HC) patient

Mr B Patel – (BP) patient

Mr A Jacobson – (AJ) patient

**Agenda:**

* Welcome / Introduction
* Minutes from previous meeting & Feedback
* Premises improvement - update
* Friends & Family Test (introduction & review of June, July, August results)
* Patient Questionnaire – August 2015 (Survey Report)
* New Salaried GPs

**Welcome & Introduction:**

MM started the meeting with a short introduction of all the attendees.

**Minutes from the previous meeting held on Fri 19 June 2015:**

All the points of the minutes have been agreed.

**Premises Improvement – update**

MM informed the members that our practice has started the building work as planned on Monday 2 Nov 2015. There is no need for relocating during any stage of the building work. However, due to the work, we had to close our main entrance at the moment and build the ramp to access our temporary main entrance which is at the front of the building on the left hand side. All relevant signs have been placed for patients for easier access.

All main building work will be completed during the weekends and during the times when we are closed (like Wednesday afternoon or Bank Holidays). Throughout the first stage builders will relocate our manhole from the reception area to the front of the building. They will also move and replace some of the drain pipes as they were causing blockages in the past. We are hoping to complete this stage within the next 4 weeks, by Fri 27 Nov 2015.

To be able to proceed with the rest of the building work required our practice has applied for the Improvement Grant Fund, which was offered to GP practices this year by NHSE. We are still waiting for the feedback. MM will inform members regularly about the progress.

**Friends & Family Test (FFT) – Results for June, July, August 2015**

MM informed the members about the results from the last three months (full monthly reports are available on our practice website). We managed to increase our total monthly responses and the results are very positive.

**Patient Questionnaire**

The new Practice Questionnaire was distributed to our patients during August and we have managed to collect 49 answers in total during this survey. The overall outcome of this survey was very positive as we noted improvement in areas like:

* How well patients understand the information given by the doctor or nurse about their condition
* Was your prescription promptly and correctly issued
* Were you told when to contact us for your results
* Level of satisfaction with the amount of information and how this was given to you
* The information provided and helpfulness of the reception staff

On the other hand this survey showed us that we have to improve following areas:

* Length of time you had to wait to make an appointment
* Seeing the doctor of your choice
* Opportunity of speaking to a doctor or nurse on the telephone when necessary
* Are you able to find the information you need on our practice website

The results of this survey are available to all our patients on our website.

**New Salaried GPs**

We are very pleased that two new salaried GPs have joined our clinical team recently:

Dr Tasneem Rashid started in July 2015 as a part time salaried GP working on Monday and Tuesday

Dr Martine De Couteau started in October 2015 as a part time salaried GP with a view to partnership working on Wednesday, Thursday and Friday

**Next meeting is scheduled for February 2016.**

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.