**Squires Lane Medical Practice**

2 Squires Lane

Finchley

London, N3 2AU

**Minutes of the SPRG meeting**

**Date:** Friday 19 June 2015

**Time:** 1pm

**Venue:** Squires Lane Medical Practice

**Attendees:**

Miss M Mydlova – (MM) Practice Manager

Mr H Coe – (HC) patient

Mr B Patel – (BP) patient

Mr Ch Omotajo – (CO) patient

**Agenda:**

* Welcome / Introduction
* Minutes from previous meeting & Feedback
* Premises improvement - update
* Friends & Family Test (introduction & review of Feb, Mar, Apr, May results)
* Practice Website - Update
* SPRG Constitution – Updated version
* Patient Questionnaire – Updated version
* CQC Visit

**Welcome & Introduction:**

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

**Minutes from the previous meeting held on 27 Feb 2015:**

All the points of the minutes have been agreed.

**Premises Improvement – update**

MM confirmed that practice received the first quotes and is in the process of planning the building work. Surgery may have to relocate for short period of time during some of the building work and all patients will be informed in advance. MM will inform members regularly about the progress.

**Friends & Family Test (FFT) – Results for Feb, Mar, Apr and May 2015**

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

**Practice Website**

Our practice website is regularly updated. All practice staff continue to promote our website:

* all newly registered patients are informed at the point of joining
* posters are displayed in both our waiting rooms available to view to all our patients

**SPRG Constitution**

Our SPRG Constitution has been reviewed by the members and MM has updated all agreed points (updated version is posted on our practice website).

**Patient Questionnaire**

As agreed by all members, our Patient Questionnaire has been updated and the new shorter version has been posted on our practice website. The new Practice Questionnaire will be distributed to our patients during August and the outcome of the survey will be reviewed and discussed during our next meeting in September.

**CQC Visit**

MM informed the members that our practice is due to have a CQC (Care Quality Commission) visit this year or early next year. It would be great if as many PPG members as possible could turn up on that day as their feedback is very valuable to our practice and the inspection team. Our Practice will be informed about the inspection about 10 days in advance (MM will confirm the date with PPG members as soon as possible).

**Next meeting is scheduled on Wed 30 Sep 2015.**

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.