**Squires Lane Medical Practice**

2 Squires Lane

Finchley

London, N3 2AU

**Minutes of the SPRG Meeting**

**Date:** Saturday 19th October 2013

**Time:** 10am

**Place:** Squires Lane Medical Practice

**Attendees:**

Debbie Harris (DH) – Development Manager

Misha Mydlova (MM) – Practice Manager

Patient Mr HC

Patient Mr AJ

Patient Mrs MD

Patient Mrs JA

**Opening of the meeting:**

The meeting started with a short introduction of all the attendees. Debbie Harris (DH) then explained the main reasons and purposes of Squires Patient Reference Group (SPRG) and that the key objective is to ensure that patients are involved in decisions and helps to ensure a high quality of services provided at the population registered at the practice.

**Agenda:**

* To explore the main priorities of the SPRG.
* To understand and explain the main purposes of the SPRG at Squires Lane.
* To develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population.
* To establish a regular survey which would collate patients views continuously.
* To prepare and agree an action plan so that all necessary changes are eventually implemented accordingly.
* To set up an effective communication pathway between the SPRG (representing patients) and the Development Manager (representing practice).

**Principal points discussed & decisions taken:**

* DH pointed out that there three main areas where the initial questionnaire has highlighted possible areas of improvement.
1. Appointment procedure (action: we are in the process of monitoring and improving the present system).
2. Practice premises (action: practice is in the process of discussing a potential move to new premises, Finchley Memorial, as the present building is not compliant to the requirements).
3. Reception Staff Development (action: we are recruiting and training the new reception staff to improve the present situation).
* HC expressed his concern in regards to inadequate number of extended hours offered per week (action: DH explained that according to the present practice list size, surgery is offering an adequate number of extended hours).
* JA pointed out that there are not enough available appointments for the patients at the moment and that she can’t often see the doctor when she needs to (action: appointment procedure is at the moment in the process of monitoring and it should improve in the coming future. DH also explained how the appointment system works in general).
* AJ explained that he is happy with the practice in general but expressed his concerns about how is the practice communicates change and the new changes in NHS England and how could we improved the communication between the practice and the patients (action: DH confirmed that she has been appointed by the practice since June 2013 and for the next 6 months to insure development and improvement in the coming future).
* MD said that to this date she is happy with the practice and so far didn’t come across with any major issues.
* DH went through the present “Improving the practice” Questionnaire (action: as some of the questions may not be relevant to the practice and some should be added on based on the priorities of the practice. JA volunteered to help with the Questionnaire improvement. MM will be in touch with JA and will arrange a date when JA could come to the practice and hand out the Questionnaire to the patients and also take some feedback from patients so we can amend the Questionnaire accordingly and decide the key priorities.
* DH also said that ongoing we have to insure that our SPRG represents the practice population. DH asked the present patients what we could do in the future to improve this (action: to advertise in the local paper, to arrange the events which would involve the whole family, to communicate more by the email, text and the website).
* DH said that we need to decide on the constitution of the SPRG, draft constitution to be circulated.

All attendees confirmed their preferred way of communication.

It has also been agreed that all attendees will receive a minutes from this meeting in the near future.

**Next meeting scheduled on:**

Wednesday 05/03/14

**Minutes taken by:** Misha Mydlova

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