

BENHILL AND BELMONT GP CENTRE

PATIENT PARTICIPATION GROUP

10TH NOVEMBER 2015

ATTENDED: MW, JN, JH and SK.

Apologies: PG and AM

Staff: DD , Dr JC and Dr AM.

Improvements at Benhill Surgery

Dr Croucher gave an update on improvements being made to the Benhill surgery due to being close to capacity in terms of space. Application has been made to NHS England and has been sent to the Sutton CCG. A more formal plan is expected new year. The new surgery will provide an extra two consulting rooms, disabled parking and an increase in patient services.

New Build at Belmont Surgery

Permission was granted in April 2015. Currently due diligence is taking place which affects funding. NHS England had a backlog of such projects. Patient Transport Plans were being reviewed. There would be 45 parking places on the new site serving 2 GP surgeries.

Serious Incidents/Significant Events

The learning from these events was discussed with the Patient Group (15 – 16)

Complaints

The practice manager gave a synopsis of the most common type of complaint and the complaints list for 15 – 16 was shared.

Feedback

Our feedback was shared which comes from the website, friends and family and other methods.

The meeting closed at 7.45 pm