

## PATIENT PARTICIPATION GROUP MEETING

### BENHILL AND BELMONT GP CENTRE

TUESDAY 20<sup>TH</sup> SEPTEMBER 2016

Attendees: Marion Wingrove

Pam Goodwin

Jack Hamilton

Janice Newman

Apologies: Sheila Cullum, Alan Murray

In attendance: Dr Jeffrey Croucher

Dawn Dodd, Practice Manager

1. **Minutes 22<sup>nd</sup> March 2016** – agreed
2. There were no matters arising
3. **Practice Development Plan.** – It was explained that the surgery meets each year at an Annual Away Day to set priorities for the coming year. This is done with the input of all staff. At that meeting it was decided to have a PATIENT CHARTER and Dr Croucher explained the reasons. Pam Goodwin said she would **prefer receptionists to advise if the doctor was running late after 20 minutes** as parking meters needed refilling at that point. This was agreed and would be changed on the charter.

The group requested that the **surgery website be put in the waiting room at both sites in very large writing and on the light board at Benhill.**

#### **4. Complaints and SUI**

The complaints and SUI's that had occurred since the last meeting were shared with the group. **The PM would update on the schedules.**

#### **5. Patient Survey**

The survey had been sent out to all and the contents were agreed and discussed. The group noted the missed appointments which were on the board which related to one whole doctor's time for a week.

**The Group decided that an e mail list of patients interested in a virtual patient group should be set up and communicated with regularly.**

## **6. PRG Feedback**

Jack Hamilton advised that he no longer felt able to attend due to his poor hearing and it as agreed that Marion Wingrove take over as permanent PRG representative of the surgery. **The PM to advise the CCG**

## **7. SSMC and Robin Hood Lane developments**

An update on the proposal for the South Sutton Primary Care Development was provided by Dr Croucher. This included the confirmation that our Partners from Grove Road Surgery and a Pharmacy will no longer be part of the proposal going forwards.

The PPG was informed that the Project has the support from Sutton CCG. The Patient Group confirmed its support for the principle to redevelop the Belmont Branch of the Benhill and Belmont GP Centre to the South Sutton Medical Central on the Old Henderson Hospital site.

An update on this will be delivered to the PPG after an approved Business Plan, Local Planning Permission and architectural drawings and site plans have all been finalised.

The meeting closed at 7.15pm