

COCKFOSTERS MEDICAL CENTRE
PATIENT PARTICIPATION REPORT MARCH 2013

The Cockfosters Medical Centre Patient Liaison Committee was re-instated in July 2011. Some of the original members were informed and invited to join and notices were placed in the surgery and in a patient newsletter inviting new people to join.

Six patients plus the practice manager have since met on a regular basis. The group has both male and female members, across most age groups and with different ethnicities represented. We do not presently have anyone to represent the under 25 age group and we would welcome a volunteer.

This year, the group has concentrated on improving patient information and the notice boards in the surgery have been improved and are now updated on a regular basis with a particular staff member having responsibility in this area. A newsletter is produced by the practice on a regular basis.

Patients who fail to attend their booked appointments continue to be of concern. A notice is now displayed in reception and a text messaging service has been introduced.

The group has also discussed the upcoming changes within the NHS.

At the November meeting, the group discussed the requirement to run a patient survey again, and it was agreed to focus on the same questions as last year so that comparisons could be made. A survey was subsequently developed and was available via the web site with hard copies given out at reception over a 4 week period.

153 responses were received and the patient group discussed the results at a meeting in February 2013. The results are encouraging, with improvements across all areas. There is still a need for patients to be better informed about the times each GP is available. An action plan has been put in place.

The surgery opening hours are 8am to 6.30 pm Monday to Friday, with extended hours surgeries offered by the nurse and a GP on Monday and Tuesday mornings 7.30 -8am; and a GP Tuesday and Thursday evenings 6.30 – 7pm