

Elm Lodge Surgery

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Patient Feedback Group

Wednesday 13 December

2.00 – 3.30 p.m

Practice art/conference room

Agenda

Attendees: Peter Hall, Pam Cooper (patient representative)

1. Since last meeting: Peter updated on progress in the surgery – the proposed online service, building work to come and work pressures.
2. Practice questionnaire: what we should be asking!

Our main discussion was around problems with obtaining appointments at KCH. Agreed the standard of care was good but noted the pressures departments were under and the problems this sometimes meant in obtaining appointments.

We also discussed the problems sometimes experienced by older people in accessing care, even in the surgery. Pam's feedback from fellow patients was that sometimes older patients felt that there was limited things which could be done because they were old. Peter noted this as a matter of concern

3. Local news:

Pam updated Peter on recent meetings of the locality PPG (problems of obtaining representations from surgeries) and position regarding Dulwich consultation (further exercise to come) Noted good work of Rebecca Scott.

4. AOB

Peter noted that having a meeting at this time of year was not a good idea. Next year will aim for November or combine with a reminiscence meeting.