

# Boundary House Surgery Patient Group

Notes from Meeting Held on 15 November 2016

## Patient Representatives:

6 patients

## Practice Representatives:

Madge Jones  
Janice Downing  
Dr Annie Stork

Janice welcomed everyone to the first meeting of Boundary House Surgery Patient Group and thanked everyone for coming.

## Practice Update

Dr Stork addressed the meeting to explain why Dr Cowley is not working:

- The Care Quality Commission (CQC) are responsible for assessing GP practices and on a recent inspection at Boundary House found that letters coming into the practice were not being processed safely
- They recommended that Dr Cowley, who is the responsible GP, be suspended pending investigation
- Issues identified related to safety of systems, NOT any illegality

The patients are upset by this decision as they have found Dr Cowley to be an excellent GP.

Dr Stork went on to explain that Forest Road Surgery have been asked to give support in a caretaking role. They are NOT taking over Boundary House Practice. Dr Cowley still holds the Contract, it is still her practice and her team.

Androulla asked whether new systems are now in place to deal with new correspondence and to clear the backlog. Dr Stork confirmed that this is all in hand.

The patients queried why there was not an action plan in place to deal with this problem. Madge explained that the letters go to different doctors on different days and it was only Dr Cowley's letters that were not being processed.

Forest Road Surgery are helping Boundary House until the end of March 2017. At the end of this period there are various potential scenarios:

- Dr Cowley could come back
- Dr Cowley could return under supervision

- The practice contract may be removed from Dr Cowley and then go through a tendering process
- The practice could be closed and the list dispersed

Madge is currently advertising for a permanent locum for six months.

We are awaiting an official CQC report to be published highlighting the issues and areas of concern.

What is a Patient Focus Group?

Janice gave a presentation explaining the role of the Patient Group.

Ground Rules for the Group

The following rules were established:-

- ❖ The meetings are NOT a forum for individual complaints and single issues
- ❖ We advocate open and honest communication and challenge between individuals
- ❖ We will be flexible, listen, ask for help and support each other
- ❖ We will demonstrate a commitment to delivering results as a group
- ❖ Speak up but ALWAYS through the Chair
- ❖ All views are valid and will be listened to
- ❖ No telephones or other disruptions
- ❖ We will start and finish on time
- ❖ We will keep to the agenda
- ❖ We will meet on the third Tuesday of each month from 3 – 4 pm

Any Other Business

The Group would like to know more about the role of the Practice Manager. We will put this on the agenda for the next meeting.

Date of Next Meeting

Tuesday 20 December 2016 at 3 pm

*JD/17/11/16*