

Patient Participation Group Meeting

Thursday 4th September 2014 at 4.00pm

Present: Karen, Sue, Mike, Penny, Jan, Patti

Apologies were received from Tony

Minutes of the last meeting

A poster had been displayed in the waiting room inviting patients to join the PPG. A notification had also been put on the practice web site but unfortunately there had been no uptake to the offer.

It was suggested that carers who work in residential homes might be interested in joining on behalf of our patients who are residing. Jan will put a letter together for this.

It was also agreed that Jan will speak to Carole our Health Visitor to see if she knows of any young mum/parents who might also be interested in joining.

A discussion took place around displaying a poster with the collection and delivery services that the pharmacies offer. We will put a draft poster together for approval.

With regard to putting a booklet together with the local services available, for example physio direct, Penny suggested that we start with what the surgery offers now. We will put a draft booklet together with some ideas for discussion

Jan has attended a course on Social Media for Businesses looking at Twitter and Facebook. The doctors feel that the present time they do not want to go down this route.

Suggestion Box

Since the suggestion box has been available we have had two suggestions, one was about the availability of car parking spaces when visiting the medical centre. We addressed the suggestion on the web site and also with a poster in the surgery. The second suggestion was about having toys in

the waiting area. Unfortunately due to infection control it is not possible to do this and we will address this suggestion in the same way with a poster in the waiting room and update the web site.

Wolds View PPG

Wolds View will be holding their next PPG meeting on the 25th September so Jan anticipates that the following one may be held in December. Jan will contact Wolds View to find out the date and time and will contact our members so we can join them at this meeting.

Healthwatch Questionnaire

We have been contacted by Healthwatch who would like us to hand out questionnaires to our patients. This questionnaire is about our appointment system.

The results will be fed back to us and we will feed back to the meeting once we receive them.

Jan informed the meeting that a Family and Friends questionnaire will be also coming out shortly. We have no further details at the moment but is likely to take place during December. Jan is investigating as to whether the questionnaire can be linked to the check in computer.

Three Priority Areas

A discussion took place around finding 3 priority areas. The Directory of Services was discussed further. All members were agreed that they were very happy with the services the surgery provides

It was also agreed to look at the on-going expansion of online access of appointments. It was thought that offering nurse practitioner appointments/triage bookable on-line might be worthwhile. The nurses and nurse practitioners are trying to avoid patients making another appointment to see a GP. The nurses are asking GP's to see the patient whilst they are still in surgery.

It was suggested a poster will be displayed in the waiting area giving information about the new electronic prescribing system and informing patients that all pharmacies offer a delivery and collection service and it is the patient's choice of which pharmacy to instruct.

Karen offered a possible addition to the directory of services with the Day Care Centre at the hospital. A GP/Macmillan nurse referral is needed and transport is provided but it was agreed that this was a possible service for inclusion in the booklet. Karen will email Jan further information.

Jan is to look at getting a more varied age group to join the group and further suggestions to add to the priority areas can be discussed at future meetings.

Home Visits

The meeting asked how the surgery manages home visit requests. Jan explained that the request is put in the book and the patient is told that they doctor may ring them back. The doctor decides when they have spoken to the patient if a home visit is needed or an appointment could be booked with the appropriate clinician. Next Meeting

Jan will confirm with members when she has spoken with Wolds View Surgery. It is anticipated that the next meeting will be held in November or a Thursday in December.