

NOTES FROM THE PATIENT PARTICIPATION GROUP MEETING HELD ON THURSDAY 20 FEBRUARY 2014

Present: Mike, Karen Tony T, Sue, Tony K, Jan Peacock (Assistant Practice Manager)

Jan welcomed the members to the group and the members introduced themselves. We had received apologies from two more members who were unable to attend today. Jan explained the intended purpose of the group, in that surgeries were being asked to provide Patient Participation Groups and that as a practice this is a new venture for us. The aim of the group is to improve the service that Practice One offers and try to encourage patients to take more responsibility for their health.

The Practice has been obtaining email addresses from patients and these are being entered onto our computer system. The patients who have provided us with email addresses will be contacted in the near future to enquire if they are willing to participate in the completion of our short questionnaire.

Jan will also circulate the questionnaire to the members of the group highlighting the “problems” the practice encounters and asked the members for their comment or any thoughts and solutions to these.

The members were very complimentary of the service provided and we hope to strive to make further improvements. The Doctors were on board and are happy to consider any suggestions and ideas that are put forward.

Jan explained that the Practice has a web site which some members were not aware of. A user name and password has to be generated by the practice and this will enable patients to access the SystmOne on-line site. The ordering of prescriptions on line has been taking place for quite a while now but we now have the facility to book appointments. We try to add appointments available for booking for 4 weeks in advance. The uptake at the moment has been slow but the practice expects that once more patients are aware of the facility that the uptake will increase when we will re-evaluate the number of appointments available. The practice offers bookable telephone consultations with doctors and the nurse practitioners role was explained by Jan, the members agreed that both are extremely useful services. It was suggested that a small article could be put in the local newspaper advertising the fact that the practice has a web site to try to encourage patients to use our on-line facilities. It was agreed that information regarding the Patient Participation Group be included on the web site.

We also have a practice leaflet, members were given a copy as some were not aware of this. Practice leaflets are given when new patients register but it was suggested that copies could also be left in the waiting room.

The production of a practice newsletter was discussed by the group, the practice previously produced a quarterly newsletter but found it difficult to sustain with interesting topics. The group discussed topic based newsletters such as diabetes, rheumatoid arthritis, this may be an idea worth pursuing in the future.

The Practice is also to commence Electronic Prescribing on the 25th March, it is intended to produce posters for the waiting room and put the information on the web site to inform our patients of this new service.

A suggestion box is now in the waiting room although no suggestions from patients have been forthcoming as yet.

The frequency of Participation Group meetings was discussed and it was agreed quarterly meeting would be sufficient at the moment and it was agreed that the next meeting would be held on Thursday 29 May at 4.00pm.