Minutes of the meeting of the Patient Participation Group

31st March 2015 at 6 PM

Present: Chairperson, Practice Manager, Deputy Practice Manager, and Three Members.

One member has resigned.

Apologies: Dr Gill, Vice Chair and two members. One member absent, no apologies received.

Minutes of the meeting held on 3 Rd February 2015:

Corrections: Some spellings of the names of members of the staff

Page 2 para 4 should read: The member who attends the Patient Reference Group of the CCG reported that the PRG was undergoing a review.

Minutes were approved after the corrections.

Matters arising from the minutes:

1. The Practice Manager reported that Dr Brassington who had been a registrar at the surgery has been appointed as a salaried GP for 4 sessions per week and will join in August 2015.
2. Dr McClelland has joined the practice on 30.3.15 for three months.
3. Dr Hughes will join the practice as a salaried GP on 11.5.15
4. Update on recruitment to be taken up in the Practice Manager’s report
5. Analysis of Friends and family test. The practice manager told the members that on the whole there was a positive response from the patients who filled in the questionnaire and plans are in place for improvements suggested by our patients
6. Artwork in the Reception Area. Chairperson informed the members that due to some confusion the meeting had not taken place; this has been rescheduled for the 20th April.

Reports:

1. Practice Manager:

Staff: Dr Boora has left, Dr McClelland has started on the 30th of March 2015 for 3 months, Dr Ong remains. The practice Manager told the members that when the reception staff had been saying to patients that they could get appointments with a Locum Doctor the patients were often concerned that Locum meant doctors were not fully qualified. She explained that patients need to be made aware that Locum Doctors are fully qualified but are self-employed, and they are therefore Locums at the surgery.

A triage system for patients asking for appointments with Doctors reveals that a considerable number of patients could have been treated by other Health Professionals.

One of the Doctors did a trial from patients asking for urgent appointments and found that only one out of nine required urgent treatment. Also there are patients who do not turn up for their appointments, this wastes time.

Most patients have said that they can get appointments when they need one however often they do not get an appointment with the GP they want to see.

The results of the PPG local GP survey carried out from December 2014 to March 2015 were distributed and discussed. The action plan was also discussed. This will be displayed on the practice website and on the PPG noticeboard in reception.

2) Members Reports

One member has done a paper reference wastage of medicines. Many of the patients especially the elderly who often get their prescriptions collected from the Practice and Medicines brought to their homes by the Chemists have repeat medicines that they are not using hence they are wasted. His paper will be printed in the News Letter for the benefit of patients.

A member reported on the changes made in the Blood Glucose meters supplied to patients for monitoring their blood sugars. This has caused some anxieties among the patients.

One member suggested that to make the News Letter more user friendly we should add some jokes and some quizzes.

The member who represents the PPG on the Clinical Commissioning Group's PRG handed out papers to all members.

Membership Drive:

The Chairperson is concerned that members are resigning from the PPG, however we are not . able to recruit new members. She suggested that members could give out leaflets to people

sitting in the reception area. The Practice Manager suggested that receptionists do give them out. Members felt that patients and or carers/relatives do not pay much attention so it would be good if members could find time to do this, The Practice Manager said that members can not ask whether the people sitting in the area are patients. The Chairperson suggested members would just introduce themselves and give them the leaflets saying that if they had time they could consider joining the PPG, their feedback would help the practice to make improvements in how they provide services to the patients.

Any other business:

CQC inspections are being carried out over the period of April to June 2015.

Date and Time of the next meeting:

Tuesday 26th May at 6 PM