Minutes of the meeting of the Patient Participation Group

 Held at Wawn Street Surgery on 25/11/2014.

Members Present: Chairperson and 4 members. Practice Manager Mrs. Debbie Hamilton and Deputy Practice Manager Mrs. Sharon Tufts were also present.

Apologies: Dr. Gill and two members.

The Practice Manager informed members of the sad passing away of the previous Chairperson of the group. A one minute silence was observed..

Minutes of the meeting held on 30th September were not at hand and the Secretary was not present. The Chairperson asked members who were present at that meeting to bring up any matter they thought should be discussed.

One member brought up the issue of Cold Calling for repeat prescriptions and that patients have to be warned. This has been written in the newsletter but needs to be repeated.

The other matter brought to the attention of members was yet again about patients being ready for the Doctor when their name is called. The Doctor has only 10 minutes and time should not be wasted on taking jackets off etc. when already in the consulting room. This to be reiterated in the newsletters and may be a poster made to this effect.

Reports:

Doctor and Practice Manager’s report:

In the absence of Dr Gill the Practice Manager, Mrs. Hamilton gave a report.

She brought up the issue of staff vacancies and that of recruitment. She told the members that Dr. Rajesh Bhalla had retired with immediate effect on Monday 24th November, 2014. Dr. Wilmot had left the surgery in September, and Dr. Kift would be leaving in February 2015 as she had got a position at a surgery nearer to her home, this would mean less travel time and she would be able to spend more time with her family. The Practice has advertised for GPs. The members recorded their best wishes to Dr. Bhalla for a happy and long retirement. There are 9100 patients registered at the surgery and the surgery wishes to provide the best service possible to all its patients. Dr. Urwin who was trained at the surgery as a GP Registrar is now working all day Tuesday. Dr. Sarah Ong has been appointed for a 6 month period. There is a close relationship with Gateshead CBC which helps in providing locum GPs. It is and will be business as usual she said.

Mrs. Debbie Hamilton is going to ask NHS England for the practice to close the list for new patients.

Staff vacancies: There are three vacancies across the Reception Services Team. Debbie said that the structure supports four staff including a Team leader in the morning and the same in the afternoon. The surgery has advertised for the vacant posts. She said at the moment the reception is under resourced and efforts are being made to correct this. The Prescription Clerk has also left her post.

Surveys: Debbie told the members that the surgery has to embark on the Friends and Family test as from 1st December 2014. Each and every remark will be taken on board and acted on as much as possible. She assured members that the surgery will respond to patients’ comments. Customer service has to be excellent and the surgery would strive to achieving excellence in customer service provision.

The results will obviously be dependent on the total number of surveys returned and age groups, gender etc. of patients returning them.

The practice is also in the process of distributing the annual GP survey. The two surveys should not be mixed up in any way.

One member asked who the Diabetes lead at the surgery was since Dr. Wilmot had left and Dr. Kift will be leaving in February 2015, and was informed that it would be Dr. Rakesh Bhalla and the Nursing Team.

Members’ reports:

The member who represents the group on the PRG (Patient Reference Group) of the CCG (Clinical Commissioning Group) told the group the good news that as a response to the public the CCG has decided to open three one stop shops for Diabetics. These will be fully operational from January 2015. She wanted to record her thanks to Dr. Gill and all staff at the surgery on behalf of all Diabetics living in South Tyneside for helping in the completion of the survey. The one stop shops have happened due to public demand. The member also took the practice annual GP survey questionnaire for the CCG and gave out minutes of the meeting of the PRG which took place on 2nd October 2014.

News Letter: The Chairperson congratulated the member who is helping with the newsletter and said that they were doing a very good job. Question of how many patients/people actually read the newsletter was raised, difficult to know.

One member remarked that they had noticed people just sitting quietly, and not actually looking at any posters, notice board or screen while they wait for their name to be called.

Any Other Business:

In response to a question regarding the telephone system Debbie said money had been invested in the telephone system and when someone rings they do not hear the choices now, but the message saying “Welcome to Wawn Street Surgery. All our receptionist team are currently helping other patients with their enquiries. Please hold and a member of the team will be with you shortly”. This is a much more efficient system. Debbie and Sharon can both see what is going on at any one time with the telephone computer programme, and that receptionists are actually answering the calls as quickly as possible. Debbie told the members that surgery hours for prescription requests and blood test results by telephone have been extended from 8.30 AM to 6.00 PM Monday to Friday.

Date and Time of the next meeting: Tuesday 27th January 2015

Meeting ended with all members and staff wishing each other a Merry Christmas and the best for the New Year.