

# Earlston and Seabank Medical Centre

## Patient Participation Group

Tuesday 8<sup>th</sup> July 2014

Members present: Dr Mantgani, Su Stephens, Lin Clarke, Jennifer Saunderson, PB, BP, LHR, DD, WF, NT, JP

Apologies: LP, MD, CCW, AA, AG, GR, SE

### Introduction & Minutes of Previous Meeting:

The minutes from the previous meeting of Earlston & Seabank PPG were passed without comment.

### Practice Development:

Dr Mantgani was pleased to report that Earlston & Seabank Medical Centre continues to go from strength to strength, the practice list size is steadily increasing and the feed back regarding both services offered and received is positive. Staff and patients were saddened by Dr Ojeda's decision to leave the practice, this was a decision made by Dr Ojeda for personal reasons and her depart was amicable. Dr Mantgani praised her for her time with the practice. Recognition was given by group members to surgery staff for their hard work and commitment to caring for and helping our patients.

### Matters Arising:-

1. Doctors at Earlston and Seabank MC – Dr Mantgani was pleased to announce that Dr Makin would be working from the practice on a more regular basis and Dr Griffiths would also be increasing the number of surgeries she holds with us. There will also be a new female GP, Dr Bates, joining us in August. Dr Mantgani recognised the need for a male GP to be available to our patients and he will be increasing the number of surgeries he holds at the practice also.
2. Service update – EPS (Electronic Prescribing) will be introduced into the practice mid July, patients will be able to nominate a chosen pharmacy and their prescription can be sent electronically to the pharmacy. This is an optional service for patients and those who wish to continue to collect their scripts from surgery are welcome to still do so. The surgery also introduced online booking of GP appointments, the uptake for this service has been very low and we therefore have put the Nursing appointments on hold for now.
3. Use of Holistic therapies in practice – Although the practice acknowledges the benefit of holistic therapies to some patients, it is not viable for a practice to offer this service individually. A suggestion was put forward by NT that a

directory of local holistic and therapeutic services which patients could choose to access themselves, could be made available in the waiting room.

4. Patient survey – The results following the practice patient survey are in and are on the whole very positive! One recurrent suggestion we received is the need for a drinks machine in the waiting area, we are unable to provide this due to health and safety implications but staff are always happy to provide patients with a glass of water should they need one.

The uptake from patients to complete the questionnaire was poor even though the survey was emailed to all patients we hold addresses for as well as hard copies in the waiting room. Some members of the PPG did not recall receiving this questionnaire and were asked to confirm their email addresses with the reception team.

#### Any Other Business

*Questions were directed to Dr Mantgani regarding the use of Statins and Warfarin medications, these were on a personal level and not in relation to practice prescribing*

The next Patient participation Group meeting is scheduled to take place on 15<sup>th</sup> October 2014.