

**Earlston and Seabank Medical Centre**  
**Patient Participation Group**  
**4<sup>th</sup> September 2013**

Members present: Dr Mantgani, Su Stephens, Marie Moorhouse, Jennifer Saunderson, Alan Grice, Grant Lovell, Joan Wood, Pamela Boddy, Betty Pringle, Lesley Hellam-Rose, Danny Doyle, Walter Forsyth, Grant Lovell, Angela Adams

Apologies: Neil Thomas, Laura Pringle, Michael Dainty, Carol Cliff-Wilcock, John Pringle, James Wood

Introduction & Minutes of Previous Meeting:

The meeting from the previous meeting of Earlstons PPG meeting were passed without comment.

Practice Development:

Dr Mantgani outlined the services which are now being offered from Earlston Road such as Phlebotomy, Minor Surgery, Chiropody, Physiotherapy (from 2 different providers), ECG service, Walton outreach pain management clinic, CAB, Midwifery, health visiting drop in and Counselling. The over 75's health checks and osteoporosis screening is well under way with every one who is entitled to this being offered an invite and has almost reached completion. Surgeries are being staggered throughout the day so that a wider range of appointments are available and the surgery is now open until 8pm four days a week offering extended hours surgeries, additional nursing and HCA appointments are also now available. Group members commented on how pleased they were with the changes to the building and how they felt the practice and services have improved. 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. Continuity of Doctors – Group members expressed concerns that it was sometimes difficult to see the same doctor when they need to revisit the surgery. The partners are aware of this and are trying hard to make the same doctors regularly available in clinics, Dr Makin, Dr Ojeda and Dr Colthrust have been holding regular clinics at Earlston and the practice is looking forward to welcoming another new doctor to our team in the near future. After many years service, the group were saddened by Dr Mahai's choice to leave the practice. In addition to these surgeries additional nurse practitioner clinics will also be held throughout the week.
  
2. Privacy - Although the new, bright waiting area has been welcomed, the practice is aware that with the open plan design may not offer the privacy patients may sometimes need. It was discussed that a sign should be displayed on the reception area advising patients that should they need to discuss something which requires more privacy, an additional area is available at the back reception area where they can go to with a member of staff.

3. Waiting areas – Staff will continue to encourage patients who are seeing Dr Ojeda or Dr Mantgani to wait in the additional waiting area at the back reception, other ways of communicating this to patients such as sign by the check in screen or information displayed when checking in on the screen was discussed and will be looked into.

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, it was recommended that a suggestion for availability of this service be put forward at the GPCC meeting for consideration collectively by other practices within the local consortium.

4. Mental Health update – Specialist counselling and CBT services are currently provided in house by an outside agency. The practice is aware of the high waiting times for standard counselling services and is hoping to employ its own counsellor to offer this service to our patients. It is hoped that with shorter waiting times, patients will be more likely to engage in the service.

#### Any Other Business

*Members of the group introduced themselves! It was agreed that in light of the Seabank and Earlston groups now being merged it would be appropriate to agree on a new Chair and Deputy Chair, which are to be rotated regularly within the group. Nominations are welcome and should be passed to Jen Saunderson.*

The next Patient participation Group meeting will be arranged for some time early in the New Year!