

Patient Participation Group Meeting 29.10.2018

Present: Feroza Patel, Brian Jackson, Erika Holmes, Margaret and Harry Whittaker, Christine Keenan and Louise Brett

Apologies: Paul Marsden.

LB thanked all the members for attending.

All group members were disappointed that they hadn't had any formal information regarding the merger of the Practices, the retirement of Dr Marlborough and the appointments of the new GP's.

There was confusion as to the roles of the ANP's and who the patients lead GP was now that Dr Marlborough had left.

The group were keen to arrange a joint meeting with the PPG members based at the Roe Site and form a bigger group from now on. They would appreciate if one of the lead GP's and Practice Manager would attend.

LB explained that this year had been a transitional year with quite a few changes to staff both admin and medical. All the positions are now filled and hopefully there should now be some stability and definite roles within the practice which had been sadly lacking.

CK commented that she had seen a definite change in staff morale and hoped that this would now improve. LB thanked her for her genuine concern.

EH said that communication is key and had been non-existent. An update of the website would really help. EH recently visited the Roe Lee site and found that without a receptionist on the front desk to ask it was not clear where to go for her appointment. She found the Doctors office was not as clinical as over at Montague also.

MW mentioned not everyone has a computer so maybe a newsletter as well with information such as:-

Prescription ordering

Appointment system

Staff members and their roles, specialities

HW and MW felt that the Montague side's staff were still as helpful but that some of the changes to the Practice were not as patient friendly as they used to be.

FP felt the patient care was not as good since the merger.

On a positive note the group were happy to hear that the failure to attend appointment figures had dropped considerably since changes to the appointment system however were all in agreement that a message on the phone to say that they were in a queue would be a good idea.

LB informed the members that the practice would be part of a pilot scheme for repeat prescriptions and this might ease the load on the telephones further. Again the group said that this should be widely advertised so that patients will be aware of this as an option.

BJ wondered why diabetic foot screening had been moved to Audley from BCW. LB said she would investigate.

CK had concerns about a Synexus study and who was accessing patient details. LB will pass on her concerns to the manager for full details.

Between them the members had had dealings with all the new clinical members of staff at the Montague site and gave very positive feedback. Again it was mentioned that a photo of the staff members would be a nice touch.

LB thanked the members once again for their continuing support and they all hope to take a more active part as the voice of the patients in the up and coming meetings.