

**Drs Gebbie, Burn & Brown
293 Preston New Road
Blackburn BB2 6PL**

**Minutes of Patient Participation Group Meeting
1.30pm 3 March 2014**

Present

Patients: Richard Reeve, Ann Shuttleworth, Sue Cumming, Tom Clark, Christine Cooper, Debbie Tunnicliffe
Practice: Jane Grogan, Shirley Collier, Dr J Lamb
Apologies: John Wilkinson

“Meet our GP Registrar”

Dr Lamb, who is on placement with us for 1 year from August 2013, gave us a brief outline of his 10-year training period, which ends this summer when he qualifies as a GP.

We intend to invite other health professionals to our future meetings to tell us about their work. Please let us know who you would like to talk to.

1. Minutes of the last meeting

Accepted

2. Matters arising from meeting 3 December 2013

None

3. Feedback from Clinical Commissioning Group Meeting

Mr Reeve has attended the quarterly meeting on behalf of the Practice. One of the main concerns is access to treatment out of normal surgery hours, and the pressure on emergency services at Royal Blackburn Hospital. Many patients have said that it can be difficult to know where to attend for emergency treatment. Several ideas are being trialled by the CCG at present in an attempt to resolve this problem, including providing clearer information to patients needing a doctor urgently.

4. Patient questionnaire analysis

Mr Reeve has analysed the results from the recent patient experience survey undertaken by the Practice at both surgery sites. It was agreed that our priorities for 2014-15 would be improvements to the practice website, using this to provide health and Practice information, and also promote online prescription ordering and appointment booking. It was also agreed that new chairs for the waiting rooms are needed, including the provision of a suitable chair for patients with mobility problems. Attention will also be given to redecorating at the branch surgery, and it was agreed that although the automated check-in system in use at the main surgery has been popular, it was not thought necessary to provide one at the branch surgery. The suggestion of creating a downstairs treatment room at the branch surgery has been investigated, but unfortunately would not meet current health

service regulations. However, Shirley will investigate the possibility of applying for a capital grant.

It was noted that 94% of patients questioned would recommend the Practice to someone else.

Thank you to Mr Reeve for his work in preparing the survey analysis again this year.

5. Online prescription requests

Jane asked whether any group members would like to help us develop the online prescription ordering process. This would involve patients logging onto their home computers and registering with Emis Access. We can then make the required data security checks and ensure staff are appropriately trained. Several members were happy to help with this.

6. Chronic illness checks

Jane explained that from April, patients will be called for their annual health reviews in the month of their birthday. This will be a more efficient process and will enable patients with more than one illness to combine their reviews into one health review with the nurse, rather than attending more frequently.

7. Any other business

Several other comments were made during the meeting:

- Consider deaf awareness training for staff
- Obtain up-to-date information about East Lancs Cancer Partnership
- Confidentiality at the branch surgery – remind receptionists that conversations can easily be overheard by patients in waiting room
- Coffee morning – Mrs Shuttleworth has volunteered to arrange this again on Fri 26 Sept, and would like other members' fundraising ideas.
- The suggestion of a practice newsletter was welcomed by 53% of patients questioned, so although this is not a priority, we will give it further thought

Date of next meeting

Monday 2 June, 293 Preston New Road at 1.30pm

Please note our Website address: www.limefieldsurgery.co.uk