

Patient Participation Group Meeting

Date: 26 March 2015

Present: 6 group members; GP; Practice Business Manager; Administration Assistant
- minutes

Apologies: 3 group members

Minutes of last meeting

The minutes of the last meeting held on Monday 12 January 2015 were agreed as a true record.

Matters Arising

Prescriptions – A group member reported that he had a similar problem with obtaining his prescription this month, however this time it had not been issued. This would be investigated and reported back to the group member after the meeting.

Meeting Location – It was noted that in the minutes of the previous meeting it stated that the meeting would be held at the surgery. Practice Business Manager informed the group that it had been impossible to arrange a date where both he and a GP representative were able to attend and that there was a room available for use in the surgery, he confirmed that future meetings would be held at the practice premises whenever possible.

Summary Care Record – Administration Assistant reported that HSCIC had been emailed; they had advised it was NHS England who should be contacted. Administration Assistant has then contacted NHS England who instructed her that the enquiry should be sent to the Information Governance department. This has been done and a reply is still awaited.

Practice Survey

Practice Business Manager asked the group for their feedback on the survey results. It was noted that the number of patients registered with the practice was slightly lower than the previous year, a group member enquired if this was an identified trend or a blip. GP explained that this was a natural fluctuation as a result of an aging population and list numbers were expected to increase over the next few years due to the new home building taking place in the local area, discussion ensued regarding the optimum list size for the practice and how patient numbers would be managed if the expected increase takes place.

It was noted that once again overall satisfaction with the practice was high and the group were pleased with this.

Four priority areas were agreed for the coming year

1. Reception area – as discussed at the previous meeting the window will be replaced to improve confidentiality and accessibility for wheelchair users.
2. Online Services / IT Support – use of online services will continue to be promoted, in addition the practice will develop training tools for patients such as visual aids and face-to-face group training sessions. The possibility of extending the availability online booking of nurse appointments will be explored.

3. 'Topic of the Month' Noticeboard – a patient information noticeboard will be developed and regularly updated to cover topics such as Online services; What is confidentiality?; PPG recruitment and Infection Control procedures and cleanliness at the practice.
4. Increasing diversity of the Patient Participation Group – The group agreed that there had been no changes to membership of the group for quite some time and that new members would bring fresh ideas and new perspectives. This is something that they wish to encourage.

AOB

Patient feedback – A group member reported that he had recently missed an appointment due to his confusion about the time. He had therefore received a telephone call from the practice to advise him that he had missed the appointment. He thought this was an excellent service and wished to applaud the practice for this.

SMS appointment reminders – A group member enquired whether these were still being sent as he thought it was a useful service. It was confirmed that SMS messages are still sent currently however there is some uncertainty regarding the continuation of funding for this service.

Maternity Leave – It was confirmed that Dr Mone will be working additional sessions to cover Dr Phipps-Jones Maternity leave

Next Meeting

To be confirmed.