

MINUTES OF THE PATIENT PARTICIPTION GROUP

Meeting on Thursday 2nd October 2014 AT 1pm.

Attendees: Michelle Cain (MC), Melanie Woods (MW), Julie Swain (JS), Jean Fletcher(JF), Debbie Skinner (DS), Karen Drake(KD), Chris Dowsett (CD), Ian Frewer (IF), Kathleen heaps Frewer (KHF), Pamela Myatt (PM), Lorraine Feakes (LF), Roy Chapman (RC), Debra Whitney (DW), Hilda Osman (HO), Keith Tucker (KT), Michael Vass (MV), Angela Young (AY), Audrey Salmon (AS).

MW opened meeting welcoming everybody and sending Dr Best's apologies.

Update given on changes in surgery.

Steph Kettle left in June our new practice manager Michelle Cain was introduced. Other changes to team members were Lois and Lorraine on reception, Nicola helping Jean in prescriptions and on reception. New phlebotomy clinic held by Sarah Brown on Wednesday mornings.

Flu clinic date given for Saturday 11th October 8.30-12.30. Notices up and text messages sent to inform patients. KD asked if this could be put onto the website. MC said we are looking to update the website and would welcome ideas and suggestions for improvement. DW suggested patient's reviews on the surgery with good and bad feedback also mentioned the care adviser service i.e. benefits available etc. CD asked if help needed on the day of Flu jabs, JS said thank you very much for the offer again this year but we have plenty of help being offered at this time.

DW said she had not received texts recently, was this service still available. MC said yes and she would look in to it. We have new forms for patients on reception as we are trying to update all patient contact numbers so we can text.

System one still going well and prescriptions can now be ordered on line. Online appointment booking also available. Password and login needed, some letters sent or can be obtained from reception with patient details. KD asked if the password could be the NI number, patients can change the password to suit them. Summary care records have now gone live.

MC welcomed everyone and was very proud and honoured to be our new practise manager. She explained the difficult time within the surgery as we had no PM for a while but she is looking forward to improving relationships again within the surgery; suggestions welcome from the PPG to help us move forward.

KHF asked if we could have the number system back in the morning for the walk in. MW explained the complaints we had previously had when people used to take the numbers away. LF said she had experienced people just pushing in where we no longer had the numbers, also when they have a booked early appointment it is difficult to get in on time with the queue. MW said the doors are now being opened 10 minutes earlier in the mornings to allow people with booked appointments to be seated and to help with the rush at 8.30. This seems to be working very well and we will continue with this and see how it progresses. CD suggested a sign on the door saying 'please go to the front of the queue if you have a booked appointment' KT felt this would be especially helpful for patients who come in later if there is queue. KT asked what was happening with the log in board, MC explained they can cause problems and we not going to action this at this time.

KT asked about telephone numbers when calling in. MC explained that the emergency line number was taken off as people were abusing it; we now have a mobile for this service at lunch times. Patients had found it difficult to get through on the results line, suggested having a result line messages system so when the secretaries are busy they can call back. RC asked if we could please change the music.

DNA's have gone down with the text service and walk in slots. MC will do up to date figures for next meeting.

CQC Passed with flying colours. When report done we will receive our certification next month.

New advertising board. Free advertising and patients suggested info on care adviser, flu jabs etc would be good to put on.

KD asked if photos and names could be put up in the surgery of the team. MC said she would look into name tags for everyone. Everybody agreed they thought this was a good idea so they knew exactly who they were talking to. New quarterly newsletter was discussed and that also being put onto the website.

AY asked about merger. MC explained that was currently on hold until everything more settled at the surgery. CD and KT said a big thank you to us all for offering such a great service over the difficult time with staff leaving and no PM.

Next meeting December 4th at 1pm. A more informal seating arrangement for the meeting was discussed. KT suggested a circle so everyone could hear and possibly Marks Hall.

Meeting closed at 1.50.

