

Minutes of Patient Participation Group

Date: Wednesday August 22nd 2012

Present: Tracy Williams-Walsh
Carol Ratcliffe
Amanda Bellas
9 group members
Gordon Howley (Guest)

The meeting started at 5.00pm and light refreshments were provided.

The minutes of the last meeting were available and a copy of the practice Action Plan. The new Practice Nurse, Amanda Bellas was welcomed and introduced to the group. Linda, the retired Practice Nurse, was present as she has now become a member of the patient group. Apologies were made for cancelling the June meeting whilst the new computer system was being installed. Everyone understood and was happy about this. Carol stated that the mini survey had not yet been done as the new computer had taken priority, but it would soon be in place.

Matters Arising from the Minutes/Action Plan

1. Confidentiality at the front desk

The top half of the side door had been opened and the bottom half had been made secure. The group thought that this was a great improvement and it was decided that this will be continued. All staff to be reminded to offer this area to discuss things with patients / relatives.

2. Opening Hours

A notice re hours is displayed on the front door as well as in the waiting room.

3. Lack of written information given to patients

A notice had been put in reception asking patients to prepare well for their appointment to help them get the most out of their visit to the GP/Nurse. The clinical staff have been asked to give out leaflets and inform patients of their 'Care Plan' using those actual words.

4. Results from Tests

Patients are reminded at the time of the test to contact the surgery in 3-4 days' time for the result, should they wish. If anything needs attention the GP will ask the reception staff to contact the patient to come in to see the GP re the results.

5. 'MOT'

Amanda explained that patients could have a regular check if desired but obviously priority was given to chronic or acute medical conditions. She pointed out that anyone on medication does have an annual medication review. We were also reminded that Pharmacists could carry out certain health checks.

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AOB

Carol asked how many had looked at the Practice website. None of the group had yet done so. They were encouraged to look at it as all updates were put onto it and there was some useful information on it which may save a phone call. It was suggested that the website was advertised on the prescription sheet. Tracy thought it was there already but she would check. If not it would be put on.

Following a recent Staff Meeting it was decided to try a message book for queries for the nurse to deal with. This could save appointments, and could also help reassure an anxious patient/relative. The message is taken by the reception staff and Amanda will ring back when she is available. Amanda said it was working well up to now.

There was no other business and Tracy introduced Gordon Howley who had come to talk to our group.

Gordon is involved with a trial in Burnley to form a Clinical Commissioning Group. Gordon is the Project Manager and is visiting practices in Burnley with patient groups hoping to obtain volunteers to join the commissioning group. They will be looking at services which this group can commission to provide better services for the patients in General Practice. One they are looking at is Physiotherapy.

He would like one or two from each practice group to be part of the big group. The first meeting will be in the week beginning 17th September in Burnley at the CVS office from about 5.30pm to 7.00pm. Refreshments would be provided. This group would be known as the Practice Patient Network. It was hoped that the meeting would be on Wed 19th, but this would be confirmed. Travel costs would be reimbursed for attending the meetings. This group is for patients only.

Gordon asked that everyone think about it and if anyone was interested to let Tracy know by the end of next week. There was a discussion following this re the general idea.

As there was no other business the meeting closed at 6.20 pm. The date of next meeting was not made definitely but it was hoped that it would be in the first half of October.