

Minutes of Patient Participation Group

Date: 28/03/2011

Attended by: 8 members of the Patient Group, Carol Ratcliffe

This meeting was held primarily to approve the Action Plan and to look at some changes already in place following the last meeting's discussions. The action plan was studied and agreed by the patient group. 2 new members of the group who had volunteered were welcomed to their first meeting.

Action Plan Agreement and Discussion

1. Confidentiality at the front desk

As well as there being problems with overhearing front desk conversations one of the group reported that she had seen a patient looking through the repeat prescriptions requests in the open box at reception. It was decided that it was necessary to do something urgently about this and use a closed box with a slit in it rather than an open box.

Alterations to the reception area were discussed and it was felt that rather than any major work being done a simple solution would be to open the "stable-door" window round the corner so that anything of a confidential nature could be handled there instead of at the front desk. We decided to try this as soon as possible.

It was also suggested that a Perspex "window" across reception would prevent conversations being heard in the office.

Carol Ratcliffe reported that a new coloured poster had been produced asking people to stand back and wait if someone was at the front desk already.

It was necessary to speak to the Practice Manager and the GP about these matters

2. Need for opening hours to be made more clear

It had been noted by the group that the new notices were on display with the opening hours and clinic times being advertised. The practice website is kept up to date and patients are being reminded that there is a web site and are encouraged to look at it.

3. Lack of written information given to patients

It was suggested at the previous meeting that a poster should be made asking patients to be prepared well for their appointments so that the clinical staff can try to diagnose and treat more efficiently. This has been done and was now on display.

Clinical staff were to be reminded about giving out leaflets and using the words "Care Plan" when talking to patients and their family/carers.

Minutes of Patient Participation Group

Any Other Business

Practice Nurse

Carol informed the meeting that Linda, the Practice Nurse, was retiring at the end of the week. A new Nurse Amanda Bellas had been appointed and was starting on Monday. She is well qualified and it was felt that she would fit in really well with the practice.

Blood Tests

One of the team mentioned that they never hear about there blood/other test results and asked what was the reason for this. Carol said that she would be check the protocol with the Practice Manager and it would be reported at the next meeting.

“MOT”

One of the group asked whether it was possible for patients who did not have any chronic disease to have a health check. . Carol said that she would be check the protocol with the Practice Manager and it would be reported at the next meeting.

Action Plan

This will be continued and a check will be made before the next group meeting when an updated report will be given

The next meeting will be in **June 2012** unless there is an urgent matter to be discussed.