

Minutes Patient Participation Meeting

Wednesday March 02 2016

Present: Henry, Clifford, Linda, Val, Tracy ,Carol

Apologies: Marie

1. The minutes of the last meeting were available and the only outstanding business was the CQC Inspection. The members were informed that it still had not taken place. It was felt that it would be soon as other local practices had had their inspection.
2. The Survey had been sent to all members for them to see before the meeting. Everyone was very pleased with the final results. The report is at the end of these minutes.
3. Patient Access was then discussed. Tracy explained that we have to provide all patients with access to their record on-line. Patients will have to apply for this from the practice. It may be necessary for the GP to block some part of the record if it is deemed by them to cause undue harm or concern to the patient. The group felt that this would be more work for the practice and the GP and were unsure of the reasons for having to provide this access.
4. The Hub - this was deferred to the next meeting
5. AOB There was a discussion about the way in which patients are called in to see Dr Iqbal. This is because Henry had had an issue with this and gone in before his turn. At the moment the reception staff send in the next patient and sometimes it goes wrong. It was felt that as there is usually only one person on the front desk and they could be involved with something else. The Jayex board was mentioned but this is not an option. It was suggested that may be an intercom system could be in place for now. Other systems would need to be in place if the new extension is built. Tracy/Carol to investigate for the next meeting. Val informed us that there was Dementia support group now on a Friday at Pendleside Hospice from 11.00 to 14.00. There is also Bereavement Counselling. These were thought to be useful groups. All are willing to come to the practice on the day of the CQC inspection. Carol thanked all for their support. The meeting ended at 6.00pm
6. Next Meeting to be arranged. All will be informed.

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Report following PPG Meeting on March 2nd 2016

The format used this time seems to have been a success. Patients were quite happy to complete the form whilst they were waiting for an appointment. No patient refused to complete the forms. Not everyone completed Q4 and Q5 and no one completed Q8. It was very reassuring that 98% of replies indicated that they found their experience of the practice to be very good or good and that 100% would recommend the practice to friends/family. The best things about the practice were access and the management of the practice. Many reported that there was nothing to be done to improve the practice and the PPG group agreed. The PPG discussed the speed of prescription production and it was felt that as we meet the "gold standard" of 48 hours it was not necessary to improve on this. The practice does provide prescriptions in a hurry if they are required and can be done whilst the patient is waiting. Books and toys for children cannot be provided by the practice as we are not allowed as they are an infection risk. There is no reason why parents/carers cannot bring books or toys from home and take them away with them. The waiting area is only small and it was felt that a radio/television would be intrusive and patients do not wait for long in the waiting area. The members of the PPG had not found a problem with them. They acknowledged that the new girls are very pleasant and helpful. It was recognised that the new staff are still being trained and all felt that the comments were not appropriate.