



Minutes: Patient Participation Group (PPG)

Wednesday 5th September 2012

7.00pm – 8.00pm @ Speedwell Surgery

Apologies

Ms Dee Haigh Mr Imram Saleem (Patient) Miss Anum Saleem (Patient)

Those in attendance

Mr John Bostock (Chair, patient), Susan Lewis (Minute taker, Practice Manager Speedwell Surgery), Dr B K Jindal (Facilitator and Senior Executive Partner Speedwell Surgery), Dr S Nazir (GP Partner Speedwell Surgery), Mr Graham Purnell (Patient)

Minutes of the last meeting: 27th June 2012

These were read as a true and accurate record

Matters Arising

Questionnaire

A discussion ensued about the future methodology of our patient questionnaire. This would be between the practice or a professional organisation carrying out the questionnaire. Dr Jindal explained the GP re-validation process, what it entailed and what evidence, training, education training was needed and that every 5 years GP's will require evidence of a more personalised questionnaire which is more about their own consultation skills etc which a professional body maybe more equipped to produce such detailed feedback. The other years maybe conducted by the practice. This decision would be finalised at a later date with the partners at Speedwell.

Computer System (System1)

Our computer system was installed on Friday 6th July with no major problems. The staff all worked on Saturday 8th July to catch up on all the backfill work, (as the computers were down for 5 days). Speedwell staff explained the advantages and disadvantages of the system with regards to the texts messaging service, pathology results, business processes, prescriptions.

Due to all the changes with the computer system, Speedwell felt that Dr Jindal needed to drop a Friday session to manage all our computer processes to reduce any clinical risks to the practice and ensure we had a safe and robust system.

He has added an additional hour to his Friday evening surgery to accommodate the surgeries/staff demands on him.

Mr Bostock questioned our length of time for nightly prescriptions, did an hour give patients who work enough time to be able to request prescriptions? Susan agreed to audit our demand at night, but we felt this was sufficient and has never been a concern.

Action : Sue Lewis – prescription audit

Allergies

One problem the clinician had with the new computer system which they felt was of concern is the patients who had an allergy recorded on their medical records, this unfortunately can be recorded by any administrator and the practice felt this was not always correct or appropriate. The surgery was trying to understand and manage this concern.

Action: Dr Jindal/Sue Lewis to take to S1 Friday morning meeting

Appointments

A general discussion ensued about our appointment system and what messages/impression the receptionists are portraying. We have a third of all our appointments on the day free to met the demand of our patients, and also if excessive demand we also have doctors' discretions to use if needed.

It was reiterated that we try to encourage staff to direct patients to the doctor who usually sees or has been seeing that patient and not just making them an appointment with any GP. This is very helpful with good continuing care for both parties

We have recently introduced in each GP surgery a 20 minute "admin time", this will enable each clinician to deal with any messages, prescriptions, phone call etc. This is still working progress.

Prescriptions

Mr Bostock requested that our dedicated prescription line number be added to the right side of our printed prescriptions, as he was not previously aware of this number.

Action: Susan Lewis

Paddock and Longwood Family Practice Website

This is now almost complete, and ready to go live. The group reviewed the entire website and Mr Bostock agreed to proof read it again to ensure there were no errors. The group felt the website was very good and Dr Nazir had done a very good job.

News from the practice

System One

This we felt had been discussed there were no more questions for the time being

New Registrar

We have a new registrar who started in August. He is with us for 6 months. His name is Dr Kieron Durkan.

Any Other Business

The practice felt we needed more members in the group, so we would make an effort to recruit more.

Date of next meeting: Wednesday 14th November at 7pm

