



Minutes: Patient Participation Group (PPG)

Thursday 16th January 2014 6.30 – 7.30 @ Speedwell Surgery

Apologies

Dr B K Jindal, Ms Dee Haigh, Miss Amanda Greaves

Those in attendance

Mr John Bostock (Chair, patient), Graham Purnell (patient) Susan Lewis (Minute taker, Practice Manager Speedwell Surgery), Dr S Nazir (Facilitator and Partner Speedwell Surgery),

Minutes of the last meeting: 17th October 2013

These were read as a true and accurate record

Matters Arising

No matters arising

Any Other Business

The member had no other business they wanted to discuss at this time

News From the Practice

System on Line Appointments/Prescriptions

Some of the members had not yet taken up this service we offer. We issued them with a password at the meeting and requested they go and test the system and report back. One of the members logged into the computer so we could show the members how the system worked and all its functionalities. We demonstrated the appointments and explained at the moment that only doctor's appointments were bookable as the nurses' appointments are more complicated due to the different procedures they carry out and the skill mix of the team, making it very difficult for patients to book online appropriately. Patients can only book appointments for the surgery that they are registered with i.e. Paddock or Longwood.

The prescription option was also demonstrated with all the functions. This is working very well, both the receptionists, and the patients feel this is a better way of ordering their prescriptions. To date we have nearly 600 patients registered on system on line.

Annual Questionnaire

The questionnaire has received feedback from all the members and has had approval from the partners. This will commence next week. We will collate 250 questionnaires from all patients who attend the surgery in the next 4 weeks. This questionnaire will only be carried out at Speedwell Surgery.

It was decided we would review the results at the next meeting in late February/early March ?

Saturday Morning Opening

From 7th December 2013 the surgery has been opening on a Saturday morning, 9.00 – 1pm. This is driven by the Government to try and alleviate pressure on A+E Departments. It is for urgent appointments only, and the surgery cannot pre- book these appointments during the week for Saturday morning.

Recruitment of the Group

The group did a brain storming session of ways in which we could recruit more members.

1. Better advertisement in the surgery, bigger posters
2. Engage with Paddock Community Forum? Mr Bostock will contact Mrs Jones and report back
3. Longwood Village Surgery Group – They run a coffee morning 1st Saturday of each month at Longwood Mechanics Hall . Mr Purnell attends and Susan Lewis volunteered to attend to see if she could recruit any new members.
4. GP's in the practice need to promote it more when there is opportunity
5. Having more virtual members also, Ms Haigh cannot attend most meetings, but is more than happy to feedback virtually. Although the group felt with virtual you don't get the same level of communication – both ways

Alcohol Clinic

The practice is providing an alcohol service to all patients who fit the criteria. This is run on a Friday by a specialist alcohol counsellor. Patients need to be referred by the GP's or the nursing team to attend.

Date of next Meeting:

Thursday 27th February at 6.30pm