

Patient Participation Group Meeting held at The Stag Medical Centre on  
Thursday 22<sup>nd</sup> March 2012

### **Minutes of the Meeting**

#### **Present:**

Chris Thompson (CT) (Practice Manager)  
Jenny Drew Chair)  
Tony Drew  
Elaine Laurie (Secretary)  
Eileen Brooks (Publicity)  
Gill Stokes  
Hazel Kinsey  
Iris Wilde  
Kath Perry  
Mary Gascoigne  
Catherine Lord  
Peter Appleby  
Heather Hind

#### **Apologies**

Margaret Law  
Maureen Morton  
Christine Pigg  
Colin Dubber

#### **1.0 Welcome and introductions**

1.1 The meeting was held in the upstairs meeting room. Jenny left her mobile number for late comers to ring so that the front door could be opened for them.

#### **2.0 Group Business**

2.1 Approval of minutes of last meeting held 23<sup>rd</sup> February 2012

Approved by Gill Stokes and seconded by Kath Perry.

Eileen Brooks did give her apologies for the last meeting but it was not documented. This has now been corrected. She also pointed out that Brooks did not contain an 'e' before the k confirming the importance of spelling correctly especially when emailing her.

2.2 Matters arising

Tony Bradley has resigned as Vice-Chair and from the group due to ill-health. This will be an agenda item at the next meeting.

#### **3.0 Publicity-Eileen Brooks**

Eileen will have the very first newsletter for Spring ready for the April meeting. There will be articles from Chris and Jenny, some useful phone number and changes within the practice staff.

3.1 Eileen asked for email comments on her draft. Suggestions for a name for the newsletter were asked to be submitted.

3.2 Results of the survey could be added to the Summer newsletter or a special edition could be put together.

#### **4.0 Presentation of the GP Practice Survey results-Tony Drew.**

Tony Drew presented the results of the GP Assessment Questionnaire.

4.1 The first draft of the Executive Summary of the survey results will be published after Chris and the GP partners approve it. A report will be sent to the PCTs as well as uploading to the practice website before 31<sup>st</sup> March 2012. Some of the patients completed the survey on line but most were completed when the surveys were handed out. The first draft of the action plan formulated after collation of the survey results was tabled to the group. This is to be presented to the GP partners by Chris who will feed back at our next meeting.

#### **5.0 News from the Practice**

5.1 Chris informed the group that the 0845 number does not generate any money for the practice and is in the process of being changed to 01. There are certain misunderstandings regarding the use of the 0845 number by some of the practice population. It was pointed out by Chris that there were myths that were untrue. Jenny proposed a feature in each newsletter clarifying some of these myths and this could be the first one. Eileen Brooks said she would consider this.

5.2 Funds to the practice received in relation completion of the patient participation DES implementation ends March 31<sup>st</sup> 2013. Jenny (chair) questioned whether the PPG would be able to ask the partners to contribute to some equipment, such as high seating like those in the waiting room for each consulting room to improve the patient comfort.

5.3 Chris will inform the group at the April meeting regarding the partners response.

5.4 The PPG formation was initiated by our practice manager Chris to give the patients more say. Doctors will not attend the meetings unless it is necessary to do so or at the request of the PPG.

5.5 Triage has been modified slightly and reception staff is aware of the changes.

5.6 The notice board information seems to be ignored by patients it was suggested how it could be made more attractive. Pupils from Herringthorpe School are in the process of producing art work about exercise on the Olympics which will be displayed in the surgeries. Tony Drew has started preparation for the website update with staff photos and photos of each of the surgeries. He said

60 people had already signed up with their email addresses. There were also 60% of respondents in the survey who said they could access the online prescription service and therefore were on line so there is potential for more of the practice population to use the internet and give their email address should they wish to. Communication between patients and the practice could benefit if more would sign up. Tony asked for people to think about how they wish to develop the website and invited those interested to form a sub-group with a meeting to be held at his home at a future date. He also offered help with the use of computers for anyone in the PPG who were experiencing problems.

## **6.0 Any other business**

6.1 Some of the issues identified in the survey as part of the action plans both short and long term were discussed but these will form a standing agenda item to discuss progress and achievements. The situation re clocks in each surgery is in hand as is the hand sanitizer equipment which will be passed on to the practice handyman on his return from leave.

6.2 Chris thanked everyone for their help with the surveys, a very good response. Car parking was discussed regarding staff and charges made by the Church for patients parking their cars attending the surgery at the Stag.

6.3 Chris explained the situation with the availability of pre-bookable nurse appointments e.g. holidays, training days, end of year clinic statistics and sick leave. This is another one of those items that could be explained and clarified in the newsletter

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Jenny closed the meeting at 7.25pm thanking everyone for their participation.

## **7.0 Next meeting**

Thursday 26<sup>th</sup> April 2012 commencing 6pm at The Stag Medical Centre.