

Minutes of Patient Participation Group Meeting held 23rd February 2012 at the Stag Medical Centre

Present:-

Jenny Drew (Chair)
Christine Pigg
Iris Wilde
Elaine Laurie
Tony Drew
Chris Thompson Practice Manager
Tracey Ingram (Assistant Practice Manager)
Judith Horsfield
Catherine Lord

Gill Stokes
Hazel Kinsey
Peter Appleby
Maureen Morton
Margaret Law
Mary Gascoigne

Apologies; - Pippa Harder, Tony Bradley, Loraine Frier

1.0 Introduction

The meeting took place in the upstairs meeting room. All members agreed that this was a better place to have the meeting as everyone could now sit round the table. Members of the group were welcomed by Jenny Drew (Chair) and asked if they would sign their name on the sheet provided to help to put names to faces and also wear a name badge in an effort to get to know each other.

2.0 Group Business

2.1 Minutes of the previous meeting

Everyone had read the minutes from the previous meeting

2.2 Matters arising

At this point the Chairperson answered remarks made at the previous meeting stating that she did not do a 'flyer' on her own. She had spoken to Chris and Eileen and had done an announcement of the GP Practice Survey because there would not have been time for anything to go out before she went on holiday. Apologies for the last meeting are to be added to minutes, Andrea Ellis, Diane Oxborough they were sent to the Chair and couldn't be acknowledged as she was out of the country. The minutes were then accepted as a true and accurate account of the meeting.

2.3 Secretarial help

The chair person asked if anyone would volunteer to be Secretary on a more permanent basis as Mary Gascoigne had only been acting Secretary to get the group started. As no-one volunteered there was some discussion about everyone taking a turn and doing 1 month each, Margaret Law said that from her experience this did not work. The chair then asked if anyone would volunteer for 6 or 3 months and Elaine Laurie said that she would do it for the next few months.

2.4 Publicity

Chair proposed this item be deferred until the next meeting.

Everyone agreed that it would be better to leave most of this until the next meeting when Eileen Brookes would be there to report back about the content of the newsletter. It was agreed that the main priority is now the completion of the questionnaire as results must be submitted by the end of March 2012 in order to meet the Practice deadline.

Photographs of both surgery buildings have been taken as well as some of the staff. These are for the website. A tab for the PPG will be added once we have completed the work for the GP Practice Questionnaire to present the results. The site will also be updated in conjunction with the website developers.

2.5 Feedback on website and GP Questionnaire

The questionnaire completed on the website has been poor with only 25 responses. A discussion took place on how to get more people to look at and complete the questionnaire. A suggestion was made that the Doctors give them out to patients as they see them in surgery but Chris said that he didn't think that the Doctors had the time to do this or would probably forget.

The receptionists are already trying to push the questionnaire as patients arrive but as people now sign themselves in on the touch screen they do not see many patients.

It was suggested that a small table with questionnaires on was put by the touch screen so that they were more noticeable.

Bigger notices giving information about the questionnaire had been put on the notice board. There was a suggestion that questionnaires could even be put on the chairs in the waiting room. This was to be discussed in the next agenda item

The collection of e-mail addresses of as many patients as possible had been started and these could be collected with the completed questionnaires.

There was a discussion about whether the content of the questionnaire made it quite difficult to complete as there was only a choice for most questions of either poor or good with no in between choice. The Chairperson explained the reason for this was to try to stop people sitting on the fence and give a definite answer.

2.6 Request for help to man the desks at both surgeries to raise the profile of the PPG and to encourage GP Assessment Questionnaire completion

The Chair proposed the idea of members from the group to sit for a few hours at each surgery, morning, afternoon and evening. This would cover the allotted hours of both surgeries and it would be helpful to explain a little about the group and promote the questionnaire to get more people to complete it. It would also be useful to collect more e-mail addresses at the same time. It was suggested that the group do not help patients complete them, unless they genuinely ask for help as they may not complete it honestly under those circumstances. A timetable covering allotted sessions at both surgeries was distributed and members filled in when they could attend to promote the GP Questionnaire at each surgery. Jenny and Tony Drew would ensure there would be adequate supplies of the questionnaire at each surgery and would collect completed ones for each surgery. They agreed to enter them onto the website. A deadline date of the 20th March 2012 was set for them all to be entered on the website in readiness for collation of results by the end of that month.

3.0 Communication

The Chairperson suggested that half an hour is taken from the next meeting to discuss communication but would cover some issues now. The need for phone calls to people without email to keep everyone up to date with the news, has become apparent but it was decided that sharing phone numbers throughout the group was not a good idea. The Chairperson said that she gave her number out to see if this is helpful; the number is 01709 325276. It was felt that communication is satisfactory at the moment and so no further sessions would be scheduled at this time.

4.0 News from the Practice

Chris informed the group that Dr Scriven who is a registrar will be working with Dr Qureshi for a period of six months as a GP trainee. More Doctors are being recruited for sessions as there is currently a shortage of doctors. The District Nurses and the Practice will be piloting new schemes on 100 patients by looking at care plans which may help to reduce hospital admissions.

There will be new TV screens in both surgeries showing health information continuously. This was sponsored by local companies after a rep came to the surgery and offered this service free of charge to the Practice.

The appointment system has been changed very slightly. There are now more pre-bookable appointments for patients although the triage system will still be in operation. Receptionists will try to book patients in with the same Doctor if they have an ongoing illness.

The PCT have audited the paperwork at the surgery looking at Health and Safety issues and Fire risks and these were all in order and had achieved the 'Gold Standard.'

5.00 Any other business

Iris Wilde told the group that she had a friend who does art work at Rotherham Art Group so she may be able to help out with new larger posters for the surgery to display local art work.

Maureen Morton said she would contact local schools about art work especially health related topics.

6.00 Date and time of next meeting

The next meeting will be held on 22nd March 2012, commencing 6pm at Stag Medical Centre in the upstairs meeting room.

Chair will leave her mobile number on display for late comers to ring so that someone can go downstairs and let them in.

Unfortunately at the last meeting Heather Hind arrived and couldn't make any of us hear when she rang the bell and knocked on the door. Jenny has apologised most profusely to Heather and instigated the mobile number in an attempt to stop it happening in the future.