PATIENT PARTICIPATION GROUP MEETING

Wednesday 19th March 2014

6.30 pm

Minutes

Present:

Mrs Jane Belcher, Dr Matt Easdale, Ms Seers, Mrs Bailey

Unable to Attend/Apologies given:

Mrs Rickaby

Dr Townsend

Mr G Hall

Mrs Feneley

Mr Hewson

1. **Patient Survey**

An open discussion was had with regarding the recent practice survey (46 responses). Dr Easdale went through the results and comments- on the whole we had a very positive response.

Talking Points:

There was a comment regarding a Clinician being unable to use our new electronic prescribing system- training will be offered to any member of staff who feels they require it.

The possibility of email access for advice was raised- the present members of the PPG could see potential benefits with this concept but there were significant concerns regarding the security of emails containing confidential information outside NHS accounts. Similarly Dr Easdale raised the issue of the difficulty in responding to complex queries- in part due to the lack of verbal and non-verbal feedback that is a key part of face-to-face and telephone conversations, but also the possibility of reading a message in several different ways and in so doing missing the ability to clarify important elements/intent.

The opening times of the Practice were mentioned and the present PPG members felt there was adequate access Monday to Friday (with the ongoing early morning clinic and an evening clinic once a week being praised as well as the recent move to starting the morning surgeries at 0840hrs). Weekend opening was not felt to be strictly necessary (although obviously desirable) as it would likely (given the fact that individual GPs would not suddenly be working every single day of the week) just lead to a dilution of name-gp care during the week.

Mr Hall had in a previous meeting mentioned that access to nursing appointments online were proving difficult and he and Dr Easdale had been working towards this happening. We are now employing a Phlebotomist so this may make the booking process easier but we are still unable to label nursing appointments visibly to patients- Dr Easdale and Mr Hall will continue to explore this matter..

PPG members mentioned that the check in screen was not always correct and if a patient needed to be seen on the ground floor this was not highlighted. Jane Belcher will see if this can be added but felt it was unlikely as the Doctor’s surgery is normally on the 1st floor and a message would be sent to the doctors via his pc to inform him that a patient wished to be seen on ground floor. Mrs Belcher will make sure that there are notices in the reception entrance informing patients that if they require to be seen downstairs then to kindly let reception know.

The survey results will be published on the website (www.beaumontstreet28.co.uk)within the next few weeks.

1. **Surgery is being with decorated – further improvements?**

**Notice Board**

Group members were happy the decorating improvements we made within the surgery and Mrs Belcher informed the group that this would continue throughout the surgery in time. She also informed the group that there is now a new PPG notice board on the ground floor (on the wall by the back entrance) and encouraged the group to use this. The group members thought we could put information about support services particularly the local Arthritis Support, Mrs Belcher will look into it.

1. **Care.data Records**

One of our members who was not present asked us to discuss the care.data. Mrs Belcher informed the group that this has now been delayed until the Autumn to give the public more time to familiarise themselves with what exactly would be happening. We are aware that one of the city surgeries has opted out all of their patients – this does go against the GMS contract signed by general practitioners and so at present is not something we would consider. We do have care.data opt-out forms which can be obtained from the surgery, surgery website they are on the front desk in reception and on the PPG notice board. Many patients have been notified by post and we believe a form is also enclosed for patients to complete should they wish. When we receive the form our IT team will opt you out so that your records cannot be accessed by the care.data team. NHS England have produced FAQ information for patient which Mrs Belcher will post on the PPG notice board and the website.

1. **Dr Sichel’s retirement**

There was a discussion regarding Dr Sichel’s retirement which is officially on the 18th April 2014. He will be missed by many patients- some who have been with the practice for over 30 years. There is a book in reception for patients who wish to send their best wishes.

1. **Future - federation**

Dr Easdale explained to the group what “Federation” would mean – a group of surgeries under one umbrella sharing resources and with the possibility of being able to improve or add to current services offered. It is very early days and we are not sure ourselves what this will mean for us but rest assured that this will only improve the care we offer to patients and all the surgeries involved would wish to keep the relationships they have with their patients.

**AOB**

The group had a discussion about disabled access and one of the group members did say that her daughter had difficulty getting over the lip of the ramp. The surgery has been discussing this issue already with several of options porposed: one would be raising the level so that the ramp would not be as steep (either with concrete or decking). This is a discussion that would need to be had with St Johns College who own the building.

Next meeting to be held in June - date to be confirmed