

SOTHALL AND BEIGHTON MEDICAL CENTRE

PATIENT PARTICIPATION GROUP

Minutes of Meeting Thursday 14th July 2011, 6.30pm at Sothall Medical Centre

Present: Jackie Ashton [practice manager], Steven Ellis [GP], Rosie Welch [GP] Kaye [visiting practice manager Falkland Rd surgery] CD, KS, JS, DH, HC, JW, TW, JA, BF, MF, PH, MS, FK,

1. Minutes of the last meeting/matters arising –

- Lifestyle TV- currently awaiting attention as not functioning, longer programme cycles had been requested
- Traffic calming –causing less problems than anticipated, new white lines in surgery car park were due this week
- Staff use of Belfrey as some elderly/disabled struggle from the Belfrey was again suggested, except for first in and those locking up -would be passed to staff meeting
- Telephone triage- overall positive feedback including comments on the opinion website; not everyone aware, but had been in spring newsletter
- On line prescription requests, continues to increase- had been in newsletter
- Electronic check-in: more notices had been put up to use this though on occasions it was not working. More signs and a clearer notice about entering Date of Birth was suggested
- PPG- attendance today much better! After a message was out on all scripts for the last 10days. A much larger poster in the waiting room was suggested

2. Beighton HC upgrade

- Dates :from 1.9.11: on one site with transfer of services over the 2wks before; arrangements with staggered surgeries; 7.30 starts daily , and late evening continuing on Tuesdays; publicity; triage; increased phone lines and check-ins; increased seating; altered baby clinic; parking, lifts and dropping off; chemist and minor ailments services;
- feedback on problems and suggestions welcomed. The option of relay parking for staff if any available local spaces was suggested, as well as staff using the Belfrey car park.

3. Future Role of PPG

- With new service contract arrangements, formalising the structure, constitution and representation, and role of the PPG has become a requirement.
- to include efforts to include under-represented groups and different methods of access, eg virtual PPG via practice website with email access
- this year's requirement for meeting to identify issues, doing a survey; feeding back results; developing action plan and taking actions, and producing a report on outcomes available to patients. Whilst this had been the effect of the PPG so far, evidence of the functions and activities now have to be submitted.
- Survey suggestions [instead of the previous IPQ questionnaire] were invited. They were to include: access issues; a question about the practice nurse/minor illness role; reception privacy issues; receptionist role/customer relations question; whether people prefer specialist clinics at set times for chronic diseases; asking in baby clinic for suggestions and involving in PPG; survey to be done before next PPG

4. Web-site development – is still in hand with plans for a more comprehensive and user-friendly service, but moving surgeries has delayed time to deal with this. Consent to contact

people by text and email would need to be sought. It is hoped this will enable easier surveys, access to newsletters, better involvement; links to other information

5. Any other business –

- Appointment system problem: Booking diabetic review appointments, query re getting these appointments with the GP: the system is for an annual Dr review, and Nurse review in between, the practice nurses being trained and experienced in diabetic management. Difficulty getting an appointment should be mentioned to receptionists who will speak to a doctor, or put for telephone triage if it is a same day/urgent issue
- Query regarding Sothall pharmacy opening on Saturdays: Saturday opening is stopping with the one-site working, and the chemist is an independent organisation, so not obliged to keep to our opening hours, However they are now open on Thursday afternoons.
- Text appointment reminders and for DNAs was again suggested
- Receptionists and giving results was mentioned. They were due a customer relations update session, and clarity and wording for results would be reconsidered
- 0845 numbers is again under review as there is a small cost using this number for a small number of people on certain networks. However, single- call access to out of hours is a requirement with reliable redirection, and the implications of another number change are very considerable. Still under review.
- Carers register esp information and identifying young carers was mentioned
- A sort out of notice boards was suggested!
- A new notice with DNA rates

Date of next meeting – 17 Nov 2011 @ 6.30pm Sothall Medical Centre