

SOTHALL AND BEIGHTON MEDICAL CENTRE

PATIENT PARTICIPATION GROUP

Minutes of Meeting Thursday 17 November 2011, 6.30pm at Sothall Medical Centre

Attendance: Dr Rainford, Welch, Tracey H [receptionist]...+10patients

Minutes of the last meeting were reviewed: matters arising were:

- Lifestyle TV is currently not available, and may not continue to be provided
- Staff and patient use of the Belfrey carpark was working satisfactorily
- Telephone triage system information had been put in the newsletter
- PPG was advertised on the call- screen and on prescription counterfoils
- Future role of PPG was mentioned, with new patient involvement enhanced service report requirements: to include under-represented patient groups; the requirement for PPG to produce areas for concern or interest for the survey, review the results, and suggest actions for the practice to consider.
- Emailing PPG minutes of the meeting was agreed
- The survey had occurred and results were available.
- Clearer wording for giving out results was mentioned – further action needed.
- Phone: a new system is due at Sothall to link with the Beighton refurbishment. New phone system will incorporate both sites – IE if one surgery busier than the other the staff at the either surgery can answer calls. The 0845 issue would be reviewed in due course
- An extra phoning out line had been purchased to free- up phone access whilst enabling telephone triage to occur

Newsletter Items

- It was agreed that the newsletter was plain- speaking and patient - friendly. Items or suggestions were invited from patients.- contact Tracey
- Text messaging could be used to advise when the newsletter was released. This could be something we could look into for the future.
- Newsletter to be put on to our web site – when launched.

Beighton Health Centre update

- Refurbishment – is on schedule,
- Re-open expected in middle to end of March, and Beighton chemist moving in.
- Physio will return to Beighton when the centre re-opens.
- Extended hours will have to change again once Beighton re-opens –to be announced

Parking

- Advised we had marked out drop off points.
- Some people park in gateway – Possibly put sign on fence advising no Parking in gateway/obstructing gates.
- No one takes any notice of the drop-off space signs on the fence!
- Some Practice and chemist staff are parking in Belfry carpark

Web Site

- Patients will be able to access practice information eg telephone numbers Out of hours/ Sothall & Beighton Health Centre services/Hospitals etc well as new links for useful contacts and health advice
- It is being drafted and is expected to be launched in the New Year

Survey results - [attached]

- Were circulated. In future, these would be circulated with the agenda/minutes before the meetings
- In view of the requirement of the report, it had been done in relatively short time, and the smaller than usual sample of 52 was noted. This was borne in mind when discussing the results, and will be reviewed in future surveys.

Action points:

- Reception privacy – options to improve this
- Check-in screen : receptionists keeping an eye in case this was not working or causing difficulty
- Increased communication of opening and extended hours and triage system
- Phone access – call directing, or queuing

- Changing to 0114 number again
- Review of potential difficulties for those with disabilities

Any other Business

- We had looked at running a surgery in the winter at the Limes – This wasn't an option for various reasons.
- Those attended reported the flu clinic had been a better experience this year. More publicity to get maximum numbers into these sessions!
- The new diabetic community nurses were due to start – to be notified to specific enquiry, the service is in development
- Difficulties for visual- and hearing- impaired patients attending appointments was discussed- taken to practice meeting
- Pressure to reduce referrals was discussed: the principles of good clinical care with responsible management and use of resources. The cross-checking of referrals within the practice, and changing care pathways for specific conditions was explained. Also primary care commissioning would mean review of many referral pathways.
- Hearing aid battery availability – could do with a notice up
- Patient call board appears too quickly; this seems worse with more consulting at a time on one site, but the option of timing setting would be looked at.

Next meeting:

26th April 2012 , at Beighton Health centre [hopefully], 4.30

To be confirmed