

Minutes of Patient Participation Group

Held on Tuesday 19th April
2016

In The Training Room

Apologies

Janet Cole
Jean Crossley
Hazel Butler

Bryan Cole
George Morris
Joan Bramley

Margaret Breeds
Martin Liddle

Attending

Dr S von Schreiber
Pam Wright
Patricia Chambers
Enid Morris
Pamela Smiley

Julie Rutter (chair)
Lynda Hewitt
Susan Waitt
Joan Graham
Jackie Taylor (Community Matron)

Jo Hunter (minutes)
Marjorie Hopton
Gertrude Elphee
Gayner Hibbert

The Minutes of March meeting were accepted as a true record

Matters arising from last meeting

- The Dignity award has been presented to the practice.
- No applications have been received for the Salaried GP role, this has been re-advertised. Dr Briggs, Manwal and Deepak are working locum sessions for the practice at present.
- The CQC inspection has taken place on the 12 April 2106. PPG members, Joan Bramley and Jean Crossley spoke to the CQC team on behalf of the PPG, thanks were expressed for this. The results will be available in a few weeks time. Julie went through the feedback on the day. The meeting were pleased with the CQC feedback on all areas of the practice, all hoped for a favourable result.

The suggestion was made by Dr von Schreiber that the PPG should ideally be chaired by a member of the PPG and agenda items brought to the table, it was suggested that the practice should be represented at the meeting but the PPG group be in charge ultimately, Julie asked that anyone interested in chairing future meetings should speak to her.

1 Item 4 – Patient Survey - discussion

The National Patient Survey results were introduced to the meeting. This survey is carried out in 3 monthly intervals by an outside agency patients are chosen at random to answer a range of questions on the services provided by the practice. All result areas were discussed included:-

- An improvement reported overall in the result regarding Reception standards
- The result of the patients being able to access their own GP was recorded as low. The possible reasons for this were discussed and SvS commented that the Practice as a training practice will result in patients being seen by different GPR's under the watchful eye of the GP's.
- The opening hours were an area with lower than expected results. Julie informed the meeting that more publicity will used to advertise the extended hours to patients.

2 Item 5 – Message in a Bottle

Pam Wright introduced that The Lions Club of Great Britain provide a bottle to contain information on medications, allergies and lifestyle information which can be kept in the fridge should information be needed in an emergency about a patients care. A sticker can also be displayed on the fridge to inform visitors that the information is available.

3 Item 6 – Suggestions for possible future patient information sessions

Julie requested suggestion for possible speakers for future PPG meetings. Adult safeguarding, diabetes specialists and dementia friends were suggested as possible areas.

4 Item 7 –Newsletter

Julie reported that a newsletter was in the process of being written and will soon be released.

5 Item 8 – Surgery update

- Lisa Callaghan has been put forward for Nurse Mentor of the Year award, this is National award and at a ceremony recently came second. Lisa has been attending University and is now an Independent nurse prescriber which means she can now prescribe within her competencies.
- Jackie Taylor will be taking over a new role as Community Practice Nurse.
- Alice Bruell has started work as a new Receptionist at the Practice.
- Dr Fordham will be taking a sabbatical on May for 4 weeks. Dr Fordham's surgeries will be covered fully during that time.

AOB

The Care Co-ordinator role was discussed, Mrs Hopton commented how much help she had and support she had received from Roz Hague, the Care co-ordinator. All agreed it would be beneficial for Roz to attend the meeting to talk about her role.

A request was made that the adverts for The Village Friends be updated throughout the building.

ACTION: Julie to check the adverts in consulting rooms and update

Pam Chambers wished to compliment the cleaning company who do an excellent job in keeping the surgery clean.

ACTION: Julie to pass on the comments to the cleaning company.

Dementia training notices still require looking at.

ACTION: Julie to look into the notices.

Next meeting Wednesday 26th July 6pm at the surgery.

