

Minutes of Patient Participation Group

Held on Wednesday 25th September 2013

In

The Conference Room

Apologies

Sandra Bridge	Betty Harrsion	Joan Graham	Janice Bather
Jean Crossley	Susan Waitt	Enid Morris	Shirley Griffiths
Janice Bather	Margaret Breeds	Brian Cole	Janet Cole

Attending

Dr Emma Fordham	Dr Guneet Deepak	Julie Rutter (chair)	George Morris
Michael Burdett	Pam Wright	Marjorie Hopton	Gertrude Elphee
Patricia Chambers	Joan Bramley		

Matters arising from June meeting

- Netherthorpe School had been contacted by Julie regarding younger patients attending future PPG meetings as part of their Citizenship classes. The school are interested and will be sending a year 12/13 pupil as available.
- Letter distributed to the assembled regarding the next stakeholder meeting at the Proact Stadium.
- National association of PPG's - membership £60 for the first year falling to £40 for future years. All agreed it would be a good idea to join.

ACTION: Julie to organise membership.

- The touchscreen for reception, training will take place during the next week, the screen will then be placed next to the check in screen for patients to complete questionnaires etc.
- The A+E pilot is ongoing.
- The COPD pilot has been cancelled as it has already been carried out, results will become available in the near future.

1 Item 3 – Patient survey 2013/14

Julie introduced the patient survey for 2013/14 and asked for any ideas for suitable questions to be suggested.

1. Contactability – first contact and how easy was it, could it be improved.
2. Parking issues – perhaps asking how patients travelled to the surgery.
3. Non-attending – asking why patient do not attend and if they contact the practice to cancel appointments in good time.
4. How does the patient prefer to be contacted.

2 Item 4 – Shingles vaccination for over 70's

A new shingles vaccination has been introduced for those patients aged 70 or 79 this year moving to a recall system for over the 70's in future years. The injection will be offered alongside the flu jab this year. Dr Fordham reassured the meeting that the vaccination is tried and tested and had proved effective. A new nasal spray flu vaccination for all 2 and 3 year old children has also been introduced.

3 Item 5 – GP revalidation

Dr Fordham informed the meeting that every 5 years each GP is revalidated. Paperwork is submitted initially to show evidence that the GP is practicing well, keeping up with new advances and training and have received feedback from patients and colleagues on their performance. When the information has been assessed and passed as acceptable the GP will be given a 5 year license to practice. The GP receives no feedback from this information submitted. If the GP fails the revalidation process they would be offered help to address any problem areas in order to help the GP regain their license.

4 Item 6 - Care data

Julie Rutter introduced to the meeting information on data to be extracted from patient's records for use in the improvement of healthcare provision throughout the UK. This data will include the patients NHS number, date of birth and health information. Patients are going to be made aware of this data extraction through posters in the surgery, leaflets available for patients to take away and on the website. This data extraction will go ahead unless a patient wishes it not to, the patient can prevent this extraction by informing the receptionist who will arrange to have a code entered into the patients record. The meeting discussed the type of information to be extracted and the way the information might be used. Questions were raised as to the security of this information and extracted and whether it may be passed to third parties.

5 Item 7 – New waiting room/reception

The new waiting room/reception area was discussed PPG members views included

- Very cold, very impersonal and noisy when children are in the waiting room. JAR reported that the Care Quality Commission will not allow soft furnishings to muffle the sound because of hygiene issues.
- The call in system appears successful, patients are happy with names being displayed on the screen.
- The provision of toys was discussed, it is planned that table top, fixed, easily cleaned toys will be provided for children to use in the near future.
- Health information items running on the screens has proved a positive addition to the waiting area.
- The new automatic doors are an excellent addition to the building
- The prescription collection window was a successful introduction.

6 Item 8 – Hearing/induction loop

A hearing/induction loop is planned for the surgery in the near future and will be provided by the Clinical Commissioning Group.

7 Item 9 – Flu clinic

The flu clinic will be held on Saturday the 12th October at the surgery. The clinic will also be used for the collection of height, weight, blood pressure and smoking status data. Tea and coffee will be available on the day and the meeting agreed that perhaps help could come from the PPG with this.

8 Item 9 – Any other Business

A discussion was held on the blocking of the car park entrance by taxis dropping patients off, the question was raised as to whether a drop off zone could be added to the car park.

The new prescription letterbox was discussed and whether prescriptions on order could be reached through the large slit and removed.

Meeting closed at 2.40pm.

Next meeting Wednesday 4th December - 1pm at the surgery.