

Patient Participation Group Minutes 26 February 2014

Attended by staff:

Dr Ali

Dr Ahmad

Helen Fahey P/nurse

Melanie Hnatkiwskyj (HCA)

Patients Attended:

David Holmes

David Born

Margaret Wadsworth

Tom Marsden

Wendy Walker

Salient Discussions during meeting.

Dr Ahmad was introduced as new partner to the surgery . She has been in position since November 2013 and the surgery now has a female doctor that is available to our female population to consult with. This, of course, has obvious benefits for female patients who may wish to have a female doctor to discuss gynaecological matters with along with undergoing intimate examinations.

Patients were also informed a third doctor has also been recruited who will be commencing her post in April. In addition, the surgery has also employed a new practice manager who will be starting in early April. The new practice manager will be present at the next PPG meeting.

Minutes of last meeting were also discussed and everyone was in agreement they were an accurate reflection of the points discussed.

The results of the PPG questionnaire arranged were revealed. It was agreed the results should be displayed in the waiting room for all our patients to see. Several interesting discussions arose subsequently including

- Patients thought it helpful for non-urgent appointments to be made in advance either on the telephone or in surgery as not all patients have computers and access to the internet.
- The purpose of the Suggestion Box was re-visited, namely being available for comments good or bad.
- Several patients stated they were not happy to divulge information of their problems when requesting appointments to the receptionists. The purpose of this exercise, namely to ensure the

surgery could triage the appointment and ensure the patient was seen by the most appropriate clinician, was explained by Dr Ali. Furthermore, it was pointed out that a separate private room is available next to reception for confidential matters.

The closing of the surgery on Tuesday afternoons once per month for training purpose displeased some patients. It was explained this was in place for all GP practices in the region, to ensure all staff were provided allocated time for appropriate training. It was agreed that a list of future dates would be displayed in reception for the benefit of our patients.

The importance of up to date addresses and contact numbers for all patients was reiterated. The numerous problems when trying to re-call patients for monitoring of their chronic conditions was voiced.

Telephone consultations were also discussed, they still remain in place and can be an alternative to patients attending the surgery for quick advice and discussion of blood tests etc

The subject of double appointments also came up. Dr Ali stated they can be booked in exceptional circumstances but also explained if all appointments were used as double appointments, access for all our patients at the surgery would become a major issue.

Concern was highlighted by some patients regarding medical records being shared through Data net for eg; Third parties, research, drug companies. Dr Ali explained this has been delayed until Sept 2014. All patients should be receiving letters with a clear explanation of what it entails and how to opt-out.. If patients wanted to opt out of this sharing of information, they could inform reception or opt out using the information provided on the forms.

The date of next PPG meeting will be Sept/Oct 2014 and will be displayed in reception at the appropriate time.