

PRIORY GARDENS SURGERY

PATIENT PARTICIPATION GROUP MEETING 13th July 2015

MINUTES

Staff in attendance: Nigel Meadows

PPG Members in attendance: Roger Sharp (Chair), Liz Thomas (Secretary), Peter Deffee, Bill Sheahan and Ken Step.

Apologies: David Hicks, Ann Hicks, Malcolm Miles and Dorothy Mc Namara

		Action
1.	Roger opened the meeting and apologies were noted.	
2.	<p>Minutes of the meeting held on 11th May 2015</p> <p>Matters arising</p> <p>i) <u>Website</u>: Nigel explained that the appointments section on the website had been rewritten. Patients can now book appointments (first five available each day) on line up to 6 weeks in advance. Take up will be monitored and the facility will be extended if appropriate. Due to differing time slots for appointments (depending on reason for visit) with the nurses, on line booking of these appointments is not available at present.</p> <p>ii) <u>24hour end of life service</u>: Analysis of all deaths in the last quarter has been undertaken to check if patient was registered on gold standard framework in order to set a baseline prior to fully implementing the system. Analysis showed that 25% were on gold standard. It is aimed to achieve a 60 to 80% take up.</p> <p>iii) <u>Holiday Vaccinations</u>: The practice is not able to specify a particular commercial provider. Whilst this was accepted, it was suggested that the website could mention that patients should check with their pharmacists and or local chemists.</p> <p>iv) <u>Electronic repeat prescription requests</u>: Nigel explained that by ordering electronically, the request goes direct to the GP for authorisation. Patients need an electronic login to do so.</p> <p>v) <u>Patient login</u>: New patients to be prompted about this. To obtain a login the patient needs to fill in a form at reception, take in photo ID, provide an e mail address and login will be e mailed to the patient.</p> <p>vi) <u>Mirror in toilet and water cooler</u>: Nigel to look into.</p> <p>The minutes were agreed.</p>	NM
3.	<p>Chiltern Vale PPG</p> <p>Roger reported back from the AGM and wellness seminar. Attendance from the public was low although there appeared to be a number of health professionals attending. Most of the information appeared to be common sense, although the abdominal aortic aneurism screening information was useful. Men over 65 years can self-refer (65 year olds are automatically invited) by contacting 01234 792201.</p>	

4.	<p>Andrew Selous</p> <p>Roger had written to Andrew Selous to query plans for recruiting more GPs. His reply accepted that more GPs were needed but lacked detail as to how this would be achieved.</p>	
5.	<p>Do Not Attends</p> <p>Nigel explained that there were 170 'do not attends' last month. Clearly this is a waste of valuable GP slots and needs to be addressed. Nigel proposed sending out a letter to patients after they had failed to turn up to explain that if they failed to turn up on 3rd occasion, they may be removed from the practice list. Whilst it was accepted that it needs to be tackled, it was thought that it may be useful to find out why people had not turned up or failed to cancel their appointment. It was suggested that a random selection of patients could be called to gain a better understanding of why it was happening as it may throw up some alternative approaches to dealing with the problem.</p>	
6.	<p>Website</p> <p>No additional update. PPG members are asked to view new appointments section and or other parts of the website and relay comments to Nigel.</p>	
7.	<p>Practice Update</p> <p>i) <u>Mayfield Pharmacy</u>: No comments had been received.</p> <p>ii) <u>Named GP</u>: Patients had been texted the name of a named GP and had been informed that they could make appointments to see the GP of their choice.</p> <p>iii) <u>SMS texting</u>: system is working</p> <p>iv) <u>Decorations</u>: All finished apart from Room 4.</p> <p>v) <u>Patient Complaints</u>: Health Watch mystery shopper had visited the surgery looking at the issue of how to complain. As decorating work was being undertaken there were no notices displayed. However, now all in place and fully compliant.</p> <p>vi) <u>Virtual Group</u>: Roger had e mailed all on the list and only 3 wished to be deleted. Roger will relay minutes and information to them in future.</p> <p>vii) <u>Newsletter</u>: Roger to draft up the next edition to publish on line and place on notice board.</p>	
7.	<p>Any Other Business</p> <p>i) <u>Appointment of GP Partner</u>: Nigel asked Roger if he would be prepared to sit in on the recruitment interview for a new GP partner. Roger agreed.</p> <p>ii) <u>PMS Review</u>: The surgery has received formal notification of the review which may have serious budgetary implications. Nigel and partners to attend a briefing session to establish which option the surgery should choose to be reviewed upon.</p>	
8.	<p>Dates of Next Meetings: Monday 21st September and Monday 23rd November at 6.30pm</p>	