

MINUTES FROM PATIENT PARTICIPATION GROUP

TUESDAY 11th SEPTEMBER 2012

Attendees:

From the Practice:

- Dr Vino Ganespathy
- Carol McAndrew
- Mandy Weale

Patients:

- Kenneth Leedham
- Stephen Neal
- Robert Hargreaves
- Barbara Hargreaves
- Barbara Bown
- Helen Vickrage
- Sheila Whitehead
- Tom Goode
- Jacqueline Evans
- Sandra Archer

Apologies:

Dippica Mistry

Welcome to everyone and welcome to Sandra Archer a new member.

Minutes from last meeting were approved and signed off.

We discussed A&E attendances and arranging a survey to highlight this. This task was taken on by Robert at our last meeting and Robert explained how this was such a tricky area and there were so many surveys out there already he didn't think it would be of much benefit due to the fact the practice already receives the attendances and acts upon the discharges as and when they are received. Robert discussed how there were basically three types of people who use A&E, some responsibly, some irresponsibly and some use A&E reluctantly and it is the last group who will be influenced by the campaign and who we would not want to influence. We decided to put A&E on the backburner for a while and come back to it at a later date. The surgery will still campaign with choose well information and act on A&E discharges which are inappropriate or the patient has left before treatment.

We then looked at the GP / Nurse Annual Assessment Questionnaire and decided this needed updating as a lot of the questions were not necessary and we could add in more appropriate questioning. PPG members to email Carol McAndrew with ideas and Carol will put together a new questionnaire for members to have a look at during the next PPG meeting.

Nail cutting service – this has been requested by a lot of patients and Dr Goode / Carol have looked into it and found Birmingham Nail Care Service (www.bhamnailcare.co.uk). This service has domiciliary services as well as attending local pharmacies at a cost of about £10-£15. Leaflets are to be left in the surgery and in GP/Nurses rooms and reception staff will be made aware.

The nail cutting service could fall into 'personal care budgets' which are being trialled at the moment, but the PPG are unsure as to how this pilot is progressing. Carol will email Lyn Brogan for further information regarding this.

The area PPG meeting at Old Silhillian's is on 25th September 2012, Carol cannot attend as she has another meeting, however Stephen Neal will attend and hopefully another member of the PPG will go along with him.

PPG members asked Vino about elderly patients and how they were looked after and could anything be improved. Vino explained how housebound patients are visited when a request is made. However, during flu season they are usually assessed and if required they can be referred for Social Services input. Social Services can help with care packages, form filling in, etc., and occupational health can help with aids around the home.

Robert would like to discuss elderly care in more detail at the next meeting.

Chair and Secretary:

Chair: Stephen Neal Secretary: Jacqueline Evans

**PPG Newsletter responsibility: Barbara Bown, Helen Vickrage and Jacqueline Evans
- please let Carol McAndrew have any ideas for the newsletter.**

NEXT PPG MEETING ARRANGED FOR TUESDAY 13th NOVEMBER 2012 AT 6.30pm