

MINUTES FROM PATIENT PARTICIPATION GROUP

TUESDAY 20th MARCH 2012

Attendees:

From the Practice:

- Dr Vino Ganespathy
- Dr Nicola Goode
- Carol McAndrew
- Mandy Weale

Patients:

- Kenneth Leedham
- Tom Goode
- Robert Hargreaves
- Barbara Hargreaves
- Jacqueline Evans
- Helen Vickrage
- Sheila Whitehead

Apologies:

Barbara Bown
Dippica Mistry

From the PCT:

- Hannah Bryan

Welcome to our new members and thank you for taking the time to attend.

We discussed the patient survey and the results, please see our website for more details. Briefly, we discussed DNA's and how we should make patient more aware of the cost involved, i.e. if there are 30 DNA's a week, it is a couple of morning surgeries that could be allocated to urgent appointments. Also, advertise the choose well posters and information, i.e. use the walk in centre or NHS direct for minor ailments and only A&E for major incidents. Jackie advised to add a note on the bottom of appointment slips to advise about DNA's.

Waiting times for Doctors/Nurses was also discussed, but the outcome was mainly patients were happy once seen that they were given the time and attention they needed. Reception to let patients know if the Doctor is running more than an hour late.

Hannah explained she was from the PCT and gave a brief outline of the Clinical Commissioning Group (CCG), which is under Solihull Health. Hannah explained how members of the PPG are useful to pick up on and improve problems in the NHS. The PPG should engage with their Practice and find out what services are available locally and how they can help implement services in our Practice if required or inform patients they are available locally.

Robert Hargreaves suggested setting up a A-Z directory of health services for our reception area, which we all agreed would be extremely useful, as long as it is updated regularly. Robert has agreed to make a start on this project. Robert also asked for me to liaise with Hannah and ask for a list of acronyms for the NHS and a group of members in the Solihull Health.

I will try to arrange for a member from another well established PPG to attend our next meeting. Also we need to arrange for 2 members to attend the PPG meeting at Old Silhillians on 17 April 2012.

Members – please feel free to update the PPG notice boards in the waiting rooms!!

NEXT PPG MEETING ARRANGED FOR TUESDAY 15th MAY 2012 AT 6.30pm