

MINUTES FROM PATIENT PARTICIPATION GROUP

TUESDAY 6th AUGUST 2013

Attendees:

From the Practice:

- Carol McAndrew

Patients:

- Kenneth Leedham
- Robert Hargreaves
- Barbara Hargreaves
- Barbara Bown
- Jacqueline Evans
- Helen Vickrage

Apologies:

Sheila Whitehead
Sandra Archer

From the CCG

- Julie Booth (Quality Lead)

Minutes from last meeting were approved and signed off.

Julie Booth came to discuss the new 'Friends & Family' scheme that is currently being run in a few hospital settings. It is simply one question 'would you recommend this service to your family and friends?' Answers are given within the range extremely likely, likely, not likely, etc. If patients answer not likely, there is room for a comment as to why they wouldn't recommend this service. Julie wants to run this in the primary care setting. It is not just about the treatment patients receive from the GPs / Nurses, but also to include the service they receive from the Receptionists, Practice Manager, etc, for example when booking appointments, ordering prescriptions or dealing with complaints.

PPG members discussed this and decided to trial the scheme from September to December which will include Flu Clinics and would be an ideal opportunity to hand out the cards then. PPG members will attend Flu Clinics to help with checking patients in and ensuring patients are ready for their vaccines.

We will discuss results early next year.

Carol attended the PPG Forum on Thursday 25th July. PPG members from Meadowside Surgery spoke about their members and how they get involved and Carol relayed this back to the group.

Robert spoke briefly about NHS 111 and the ambulance service and how these new systems do not seem to be working. This has been covered in the media recently, but we cannot seem to get hold of much information on this subject. Carol will chase this.

Robert also brought up the problem with social care. Patients are having to stay in hospital for longer periods due to the fact they have no help or support at home. This is proving to be a massive strain on the NHS and all of the Group feel strongly about this issue. Robert will put something together for us to look at and then Carol will pass this on to the Doctors here and the CCG. The group felt strongly if the NHS want patients opinions then the Group want their voice to be listened to and actioned upon.

Helen, Jackie and Barbara visited the surgery recently (one afternoon session and one morning session) to speak to patients and ask their views on the service they received from the surgery. The outcome was very pleasing to hear!

Most patients were satisfied; however.....appointments were still an issue and the amount of time patients were having to wait to see a Doctor. The Doctors here have set up 'open clinics' one in the afternoon and one in the morning to run as a pilot scheme to try to free more appointments during the week for patients with chronic illnesses. Patients felt there was a lack of privacy at the reception area and didn't like the fact receptionists asked 'what is the appointment for'. Also, patients felt the reception area was not very welcoming. Ideally patients would like more room at reception and a glass front so they can see the receptionists.

A few patients suggested setting up appointments on our website, as they struggle to get through on the phone.

During the hot weather patients were complaining the windows would not open and it was extremely warm upstairs and they have asked for a water cooler. Hand gel dispenses were requested to be placed around the reception and waiting areas.

There were a few separate issues which Carol will discuss with the Doctors / Nurse at the surgery.

We will discuss the outcomes at the next PPG meeting. The ladies felt this was a worthwhile survey and will help out again.

Helen, Jackie and Barbara have agreed to come in and tidy up the waiting area, magazines etc.

Ken brought up the fact that Specsavers will not issue batteries for hearing aids if the aids were supplied through the NHS at the hospital. For these batteries you will need to attend Grove Road Clinic or Shirley Clinic. However, if Specsavers have supplied the hearing aid they will then supply the batteries.

Volunteers needed for the next PPG Forum on 26.9.2013 at 11am at West Warwicks.

Chair: Kenneth Leedham

Secretary: Jacqueline Evans

NEXT PPG MEETING ARRANGED FOR TUESDAY 29th OCTOBER 2013 AT 6.30pm