

MINUTES FROM PATIENT PARTICIPATION GROUP

TUESDAY 10th JULY 2012

Attendees:

From the Practice:

- Carol McAndrew
- Mandy Weale

Patients:

- Kenneth Leedham
- Stephen Neal
- Robert Hargreaves
- Barbara Hargreaves
- Jacqueline Evans
- Helen Vickrage
- Sheila Whitehead
- Tom Goode
- Dippica Mistry

Apologies:

Barbara Bown

From PCT:

- Lyn Brogan

Minutes were agreed and approved from last meeting.

Lyn Brogan explained how she supports the PPG's and runs the chair at the area PPG meetings at Old Silhillians (next meeting scheduled for 25.7.2012). It is important that patients have input into decisions made by the NHS and they can do this via their PPG's. Lyn also explained in brief how the Clinical Commissioning Groups (CCG) had replaced the local Health Authorities and are now being run by clinicians. If anyone would like further information regarding this please contact either Carol McAndrew or Lyn Brogan.

The PPG discussed A&E attendances and how this was a very expensive way of accessing care. Often it is used inappropriately and abused. We decided to set up a survey to ask our patients are they aware there is a cost and explain there are more cost effective alternatives available, i.e. NHS Direct, BADGER (out of hours) and the Walk in Centre.

On speaking to patients it would seem there is lack of chiropody services in the NHS and patients are having to sort out their own nail cutting service. The PPG decided to add this to the above survey and ask patients what service they would like and would they rather come here to the surgery or be seen at home and would they be willing to pay for this. The PPG could then find out if a chiropodist could come to the surgery and if we fill all the appointments could they see our patients at a reduced fee.

Confidentiality at the front desk was discussed and it was decided we could ask patients opinions on this on our next survey.

Any other business

Notice boards in the waiting rooms were discussed and the PPG members asked if these could be tidied up. It is very difficult as so much information needs to be displayed, however the PPG suggested categories, i.e. practice news, child health, etc.

The PPG newsletter should be up and running soon and you will be able to see this in the waiting rooms and on the PPG notice boards.

Sheila Whitehead kindly took away the artificial plants between the front desk and waiting room to wash as they were not looking too good...thank you Sheila!

NEXT MEETING: TUESDAY 11TH SEPTEMBER 2012 AT 6.30pm