

Minutes from PPG meeting on Wednesday 13th February 2013

Present:

From practice: Dr Davis GP, Jackie Grieves Practice Manager, Liz Webb Assistant Practice Manager, Elaine Lardner Practice nurse, Shirley Lacey Senior receptionist and Kath Chatfield Receptionist.

Patients: Joan Manning, Colin Stodel, Siphra Ingram and David Jackson.

Apologies: Anita and Robert Gamble.

Dr Davis went over the action plan for 2012/13 and explained the following had been achieved:

- Improving disabled car parking and car parking in general – this has been put on hold as premises redevelopment is progressing.
- Better service for dementia – clinical lead appointed i.e. Dr Davis, all dementia patients will be offered annual review and clinical staff attended 2 in-house training sessions on diagnosis and management.
- Help with weight loss – clinical staff will attend training session with hospital dietician on 25th February 2013. Information about this available on website, on electronic display screens and in paper form from reception.
- Booking appointments via internet – this has been introduced also automated telephone booking, we started with limited slots available this will be increased over the next few months.
- Improve ability to make follow-up appointments with same doctor – following policy agreed by all doctors, if doctors wants to see patient within 2 weeks they will make appointment or give clear instructions to reception, if doctor know this will not be possible they will explain to the patient leaves

Dr Davis then presented the results of this years questionnaire sent out to the patients of the 'Patient Participation Group', and explained that following themes had come from the free text comments:

Internet appointment booking
Support for carers
End of Life Care
Info on specialities of clinicians
Waiting room environment
Better info on when clinicians running late

Dr Davis then explained the suggested action plan for the next year:

- Better promotion and availability of internet appointments and internet prescription ordering.
- End of Life – appoint clinical lead and do some in-house training
- Carer's support – look for 'carers champion, appoint clinical lead and host meeting at practice should group want this.
- Advertise clinical interests and specialities of doctors and nurses.

- PPG group to meet once a year and not be just virtual
- Improve waiting room, take down posters, have 'running late board' and update regularly starting with doctors only.
- Target 16-25 year olds as under represented in PPG, see if they wish to join PPG and whether they have specific issues with practice.
- Dr Davis showed the group the new "Help to loose weight" on the website
- Dr Davis explained about electronic prescribing showing the benefits for our patients and that we are the first practice in the area to do this.

Comments and suggestions from patient' present:

- To see if we adjust the TV system to allow the patient names to remain longer on screen when being called for appointments.
- Latest news on website needs to updated also Tv message regarding practices changes.
- Liz Webb confirmed to the group that our website would open on electronic tablets and phone providing they have internet access.
- One of the patients pointed out that there seems a much higher attendance when holding meetings in the afternoon rather than an evening and that we should consider this for future meetings.
- A suggest of a poster in the waiting areas "If you have been waiting longer than 15 mins please check with reception they know you are waiting.
- 16-25 year olds would be a good idea for us to ensure we arrange our meeting time in the school holiday periods, to avoid exams and term pressures.
- A question was raised regarding health checks for the 40-74 year old patients should they have to initiate these checks themselves. Dr Davis explained there are directives coming from NHS.
- To create a power point to add to the Tv screens for awareness of Osteoporosis.
- Try to organise a way of searching patients that may have medical history of Osteoporosis.
- To remove the Migraine power point from the Tv screens.