

Minutes of the Patient Participation Group

Date: 4 March 2011

Present at the meeting: Roger Alderman – Chairman
Barry Ellis
Anna Ellis
Ann Lee

Apologies for absence received from Arthur Carter. Helen Miller has had to retire temporarily as she is unable to get to the surgery, but is willing to help in any way from home. Peter Kitching has also retired from the group.

RA – noted that numbers had depleted from the group and therefore wanted it noted that more numbers would be beneficial and therefore AL would alert the doctors for their recommendations.

BE – Barry Ellis wanted it noted in the minutes that he had retired previously due to ill health but happy to be back with the group.

Computer changeover at the surgery

The surgery is changing over computer systems due to lack of ongoing support for the existing system, which will result in disruption to the surgery in various ways. From 7th June for approximately 10 days no computers will be available to staff during this time. The surgery will have to rely on manual appointment diaries and patient consultations will be hand written. Results for blood tests etc will not be able to be retrieved electronically.

AL asked the group for assistance for them to think of ways that from a patient perspective on how the surgery could ease the disruption and report back at the next PPG meeting.

General discussion followed regarding this subject with various concerns and suggestions. Some of the suggestions were to contact the courier newspaper to alert patients to this changeover, diversion of labour etc

Telephone Systems

Unfortunately GP was not at the meeting so a full update was unavailable to the group. AL did report that as far as she was aware this was still progressing and that GP had met with Kate Harlow and the telephone company. These discussions were ongoing.

Health Promotion

RA – reported that he had tried to contact Dennis Smith and will continue to pursue with the intention of trying to combine a ‘health promotion’ with Kingswood Surgery.

General discussion about what subjects we would potentially want to include, mainly chronic diseases such as Stroke and Diabetic, what venues would have to be secured, any costs involved and how to communicate information to patients, and is there any way of determining potential numbers attending.

RA – offered to put the PPG flyer into envelopes and the practice can use these whenever a mailing is done so the information is reaching patients, as it was noted that the leaflets in reception were not being shifted very much.

A couple of notes had been posted in the suggestions box in reception which were:

1. The suggestion of an additional telephone line to reduce waiting time to book appointments. This is already being addressed.
2. The possible reduction of unnecessary prescriptions. Although this is outside the scope of the PPG’s, the doctors have medical reviews to ensure patients needs regarding prescriptions.

Fund Raising

General discussion about ways of raising money for the surgery.

RA suggested another raffle. Although the Christmas raffle was a success it was noted that there were a large number of patients coming to the surgery at that time for their flu vaccinations and therefore it was easier to get contributions from patients.

Ideas that were discussed were ‘awareness days’, which are the same as proposed ‘health awareness’ events, where we could ask for contributions from patients and invite guest speakers such as representatives from ethical pharmaceutical companies and related organisations. The practice could ask for contributions as the outset or a retiring collection at the event.

AE – suggested ‘family fun days’ or other such event which may be of interest to certain groups of patients.

Date of Next Meeting - TBA