

MINUTES OF PATIENT PARTICIPATION GROUP MEETING- THURSDAY MAY 17TH 2012

The meeting was held at Dickens Place Surgery.

Present: Dr T M Baylis GP (TMB). Dr A Sinha GP (AS). Annette O'Toole Practice Manager (AO). Irene Perry Systems Manager (IP). Six members of the PPG attended – (LI) (Mr SB) (MR) (GB) (MN) (MA). Apologies were received from Mrs SB and LS.

The Minutes from the previous meeting were agreed.

Matters Arising

Election of Officers

After discussion, it was agreed by the meeting that Mr SB would be chair of the group and AO secretary. Agreed that meetings should be held bi-monthly

- Mr SB Proposed that the meeting should be as an open forum and open to others who wished to join.
- MN Suggested that the meetings continue as they are.
- TMB Advised to advertise as open meetings.
- LI Suggested that evening meetings were probably best for younger patients to attend. This was agreed, however to be reviewed until the winter.

Patient Survey

The meeting was informed that fifty surveys per doctor are randomly given to patients on arrival at the surgery over a period of two weeks. The meeting was informed that the survey was run over a short period of time as it was felt this method was representative of patients attending the surgery. The group were asked for their opinions regarding the proposed questions for the patient survey.

Suggestions from the group were:

- MA suggested that there should be more questions regarding reception as they were the first point of contact at the practice.
- Mrs SB had concerns regarding doctors clinics being delayed. Assurance given that survey can be completed before, after consultation, or could be taken home and returned to surgery.
- MN suggested that perhaps a better response rate would be received via hard copies of a survey. She also recommended that the nurses should be included in the survey. She further suggested that the practice include a question asking if patients considered themselves to have a disability.

The meeting was assured that the survey was confidential and anonymous. It was agreed that the revised survey would be emailed to the group.

Recruiting

The meeting was informed that despite advertising, the group had, nine members and asked for suggestions as to further recruiting.

Mailshotting patients, publicising the group in the local primary school (so as to attract younger members) and posters in the local library and pharmacies were suggested. The practice to investigate obtaining software for the TV screen in reception for in house health information and advertising.

AOB

LI Suggested that as the surgery does not have a female partner, the practice endeavour to employ female GP Registrars where possible. DrAS to enquire at the deanery regarding this. She also voiced her concerns over the room layout at the practice adding that conversations may be overheard.

MN Suggested deafness awareness training might be useful for receptionists as some patients cannot hear the doctor when called. The usefulness of a JX Board and Tannoy system were discussed.

Date for next meeting agreed on Thursday July 26th @ 7pm. Minutes of previous meeting to be forwarded one week earlier.