

MINUTES OF PATIENT PARTICIPATION GROUP MEETING-

THURSDAY JULY 26TH 2012

Those Attending:

SB(Mr), MN, MR, LI, MA,SB(Mrs), AC. Dr T Baylis, Annette O'Toole and Irene Perry.

Apologies were received from GB.

Matters Arising

It was confirmed by the meeting that Mr SB would remain as Chair for the Patient Group.

The minutes from the previous meeting were agreed. LI requested that the minutes were sent to the group earlier. Agreed – that minutes should preferably be sent within two weeks of the meeting.

Hearing Loop.

MN had asked the practice to consider a hearing loop at the reception desk. The practice requested further information which MN supplied. The practice to investigate further/ cost regarding installing.

Recruitment

The meeting was informed that an advertisement to target new members had been placed in the Newlands Spring Primary School Newsletter. LI suggested this should continue with start of new school year.

Patient Survey

The Patient Group were consulted on the design and content of the survey which was then published after agreement of the group was reached. Two hundred patients were asked to complete the patient survey when they attended the surgery which was between May 28th to June 8th 2012.

The Patient Group had received a copy of the Questionnaire Evaluation previous to the meeting and a discussion regarding the results ensued.

The members of the group agreed that the results of the survey were very positive.

MN commented that practice appeared to have very happy patients. She also remarked on the percentage of patients who considered themselves to have a disability.

LI asked that comments from the survey should be answered on the website. MN agreed and advised of a question and answer design that the surgery might adopt. Agreed.

MA Suggested that hard copies of the survey should be placed in the reception area for all patients to view. Agreed.

SB (Mrs) suggested that a poster thanking patients for taking part in the survey should be displayed in reception. Agreed.

The members commented on the 19% of patients who had stated that they would consider joining the group and asked if forms could be distributed at reception. As many patients use the touch screen on arrival and often bypass the receptionist it was agreed to place information and application forms next to the screen.

MN asked if the practice had considered an on-line booking service. Dr Baylis agreed that this was a possibility but questioned if this would be fair to all patients together with the possible increase of DNA appointments.

LI felt that on-line booking was a good idea as the surgery phones are often busy at 8am and patients are often travelling to work.

The members of the group remarked at the amount of DNA (Did Not Attend) appointments and how these could be addressed. They were advised that this subject is often raised with a patient when they have a further consultation. The meeting was advised that patients are not removed from the Practice List for not attending appointments.

The meeting felt that the surgery website was generally of a good standard but some expressed difficulties with prescription ordering. IP gave an explanation of the system and advised to contact the surgery if they still experienced problems.

(Mrs)SB asked if it would be possible for a nurse to attend the meeting. The practice to consult with nurses.

AOB

AO Informed the meeting of the following:

The registration of the Practice with the Care Quality Commission.

Dr Sinha now sits on the Locality Group Meetings of the Clinical Commissioning Group in Chelmsford.

QP12 Accident and Emergency attendances.

Specialities of the GP's at the surgery were requested. Dr Baylis – Diabetes and CHD. Dr Sinha - Respiratory/COPD and Dr Taimoor –Mental Health and Epilepsy

(Mr)SB suggested a plan/ agenda for the next meeting. AC Suggested educating patients of the costs of attending A&E. Agreed.

Next Meeting – Thursday 13th September 2012 at 7pm.