

Patient Participation Group Meeting
Wednesday 6th May 2015

Welcome

Stella, Christine, Jo, Jim, Leslie, Louise

Apologies

Chris, Carolyn, Pauline

Review of Minutes of last meeting

Music in waiting room –No further update

Newsletter-Chris has been unable to complete the newsletter due to work commitments

Friends and Family survey – Ongoing

CQC – No update

Practice survey – to be discussed

Extended hours - Dr McMurray has resumed Wednesday Mornings

HCA – has been employed, she will release the Practice nurse to deal with patients who have more complex health conditions the HCA will also undertake the Learning disabilities medicals, it is hoped that patients who attend LD medicals will feel more at ease by seeing the same person on a regular basis and carers will also have a contact point for any concerns that they may have.

Changes in opening hours at Eckington – No further update

Matters Arising

With regret the PPG have received the resignation of Jean.

Recruitment of new PPG members

The group discussed possible ways of recruiting new PPG members, some of the members will ask in local groups e.g. Church, Mother and toddler groups, youth club, friends and family. A colourful poster is to be designed and put up in the waiting room to try to encourage new members, members of staff at the practice to also try to promote the group.

Practice Survey results

A review of the survey results and action plan was undertaken and also a group discussion around changing the questions and design of the new survey, This matter will be discussed in more detail at the July meeting when ideas will be brought to the table and questions/design will be agreed to enable the survey to be distributed from September. Members of the group would be happy to promote the survey and PPG group during flu clinics.

It was agreed that following on from the survey a Visit our website poster for Eckington would be designed and also we will re- promote the Choices website encouraging patients to comment on how the practice is doing and also promote the online appointments, prescription and view of records. It was also agreed that an information pamphlet would be put together giving a short biography of all the Drs/Clinicians who assist the practice on a regular basis, detailing any specialities, and also detailing who to contact and when.

AOB

Did not attend appointments

The group were concerned regarding the rise in appointments booked but not attended by patient's and that a tougher approach may be needed to prevent such a lot of time wasted, The practice is to produce contact slips asking patients to hand out for patients to complete their mobile and landline number to be checked against the clinical system.