

## Minutes of Patient Participation Group

Held on Wednesday 24 August 2011

at 6pm

In

The Conference Room

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### Present

Dr Fordham (Chair)  
Nina Cartwright (Minutes)  
6 patients attended.

Julie Rutter (Practice Manager)

### Apologies

1 patient  
Nurse Manager, Spinney

### Minutes of the Previous Meeting

Agreed as a true record. Julie Rutter reiterated some items from the meeting.

### Matters Arising

Podiatry, Brimington Clinic – Julie Rutter confirm that this service will cease on 1 November and this service will now be available at Staveley and Wheatbridge.

Facebook/Twitter – it was agreed that we will wait until the PPG is fully up and running before embarking on any social networking sites.

### Update/News

Dr Fordham informed the group that Sister Rhodes will be leave the practice in September. Urgent appointments and telephone advice will now be dealt with by a GP, either partner or GpR (registrar) and therefore it will be easier to see a GP on a same day/urgent basis. A.C. proposed a collection be started for Sister Rhodes, however Julie Rutter informed him that the practice has its own staff collection along with which Dr Fordham commented that this is not something we would ask but that perhaps she would appreciate a card. C.M. asked if a board with GP names and photos could be displayed so that patients know who they are seeing. Claire also asked if more information about GpR's could be put in the newsletter ie where they are in their training. Julie Rutter said that GpR's names are to be put on the website. Dr Fordham commented that often GpR's are very well trained and more experienced than some people may assume. A.C.

will look at the website and offer ideas on how to update information. He commented that of note the PCT website has recently been updated also. Julie Rutter added that the “choices” website is also a useful site. J.B. did add that she would personally prefer to read a newsletter.

**Action : The staff members board will be discussed with the other partners.**

### Engagement

A brief discussion with new members took place as to how they found out about the PPG. Julie Rutter said that we would like to keep the face to face group but also wondered about a “virtual group” for people who could participate via email instead. The general consensus was that this is a good idea to get people more involved.

### Meeting Days/Times

A brief discussion took place and C.M. commented that it is hard for mums to get in at 6pm but perhaps the meeting could be held at alternate times. C.M. also asked if children could come. Dr Fordham said that this could be feasible.

### Survey

C.M. said that the Healthy Living Centre had recently had a touch screen survey which may be a good idea although it may be expensive. Julie Rutter said that in the past the PCT had provided the surgery with small hand held devices to use. Julie did however comment that the government wants all GP practices to carry out patient surveys but that we can set our own questions, ie.

1. Ease of booking appointments – how people book appointments?
2. Do you prefer to see a specific doctor?  
(C.M. commented that seeing a specific doctor is a problem but not sure how it can be alleviated. Dr Fordham said that we do try to maintain continuity. J.B. added that it is nice to see the same doctor as it avoids repeating the history of the problem. C.M. added that it would be time saving if patients were able to avoid having to repeat the history of a problem).
3. For more urgent appointments are you happy to see the next available GP?
4. Reception privacy & general waiting room – any views?
5. Are patients fully aware of surgery opening times?
6. Are patients aware of what services are provided at the surgery? ie women’s health

C.M. asked if children could possibly see a small number of the same doctors. Dr Fordham commented that this would not be an option as all doctors needed to deal with all patients. C.M. suggested that perhaps the rooms could be more “child friendly” which was agreed that this could be an option.

The results will be given to members of the PPG and an action plan made to tackle problem areas. The whole process needs to be completed by next March. It was agreed that members of the PPG will meet again in November to discuss the results.

### Flu Clinic

This will be on 8 October so appointment slips will be ready in the next week or two. Dr Fordham asked if perhaps some surveys could be handed out at this event, as well as encouraging emailing the survey.

### Teenage Clinic

Dr Fordham asked whether a teenage clinic at the practice would be a service we could provide. le a drop-in for 13 to 19 year olds. A brief discussion took place as to what this would entail. Claire Maidment said perhaps this could be discussed with secondary schools ie perhaps a survey if teenagers would use this kind of clinic.

### Staff Member Representative

Julie Rutter asked for thoughts about having a staff member here. It was decided that for now we will give a copy of the PPG minutes to all staff groups.

### Any Other Business

Julie Rutter asked members to spread the word to others. C.M. asked if in the meantime they thought of any further questions for the survey who should they contact? Julie said they should contact her directly but with a deadline of 2 September 2011

Dr Fordham closed the meeting and thanked everybody for attending.

Date of Next Meeting : Wednesday 9 November 2011 at 6pm