

PATIENT PARTICIPATION GROUP MEETING 16/11/15

PRESENT

Tracey Colman PM	Martin Plackett	Bob Hill
Leslie Law	Irene Johnston	Jan Goold
Doreen Redmond	Marie Plackett	Bob and Pam Prati
In Attendance:	Dr J Doddy	Dr C Chan

Apologies

Carol Shelton, Vera Martin

Suggested Events

An opportunity for Dr J Doddy and Dr C Chan to hold an afternoon session talking to patients regarding the new extended surgery and what it could possibly mean for the patients, (eg new community services,) Dr Doddy and Dr Chan are happy to hold such an event and a proposed time for the event would be February when the extension will be half way through the build.

An event to learn more about caring for those patients suffering from Dementia and the constraints carers face daily, PM to contact a neighbouring surgery who has already hosted an event to invite to the next PPG meeting to give the group an overview and suggestions of how to organise and engage patients in attending such an event.

Macmillan

PM congratulated PPG on their hard work with the Macmillan morning, another successful event raising £721.29. It was noted that not as many people attended the event this year compared to last year. Did we do enough advertising on local radio stations? Are there too many events in the area that day? Do we hold it at Washington Drive instead of the surgery next year?

On-Line Access to Medical Records

PM informed PPG that it is a contractual requirement to offer on-line access to all detailed information held in patient's records to patients that request to see their records. PM advised that proof of ID would be needed to allow access to records. PPG asked how patients who didn't have access to computers but wanted to see their records would be able to access this. PM advised that these patients would need to go to a local library or internet café as the practice will not be able to accommodate patients in the surgery.

Patient Survey

PM informed the PPG that the patient surveys would be running for two weeks in January. Last year the surgery handed out 349 surveys and received 337 back. PM asked PPG members to help with the survey as it would be a good time to talk to patients and invite them to the event where the Doctors will talk about the surgery plans. PPG happy to help with the event.

PRG Update

Martin and Bob attended the last PRG and information below is from the meeting.

Referrals: Do we give our patients the choice of what hospital to attend?

When we refer a patient several options come up as to where there is a clinic with the specific speciality. We select most available and the patient can then decide where they want to make the appointment.

Dermatology:

There is a new service being launched from December called Tele-Dermatology to all CCGS, each practice will receive training to use equipment, pictures will be taken off patients lesions etc. and the pictures will be stored in the cloud with the patients written consent, Dermatologists will pull pictures down from the cloud to review etc. It is thought that the patient will be contacted and offered an appointment with a local Dermatologist if a patients needs to be seen and treated. Clearer clarification is needed of how the system will work with regards to being referred to local services.

Stroke Services: Do patients know how to access stroke services?

PM unable to give a definitive answer and to seek information from the GPs, PM to update PPG at the next meeting.

Boots: Does the surgery have problems with Boots Pharmacy.

Since Boots have taken over from B& C there have been problems with Boots, however the surgery hasn't had too many issues.

Virtual PPG: Should we consider a virtual PPG to attract younger members?

PPG group felt that it would lose the personal feeling in the PPG and was happy to continue at present.

CQC: All members of the PPG would be happy to come in to the surgery to talk to the CQC team when we have a date for our inspection.

Structure: Would we have to become more formal if the merger goes ahead? Chair from Bramcote PPG wants to meet with our group. PM felt this could be dealt with later rather than sooner, PPG group agreed.

A.O.B

NHS Choices, Bob spoke about comments written on NHS Choices. PM advised PPG that the practice hadn't had any written complaints in the past 2 years; however several negative comments had been posted about the surgery on NHS Choices. PM advised that she always responded to the comments and invited the patient who had written the comment to make contact with the Practice Manager to talk about the issue. To date no one has contacted the PM to discuss the matter.

Next Meeting Monday 18th January @ 2.00pm