

PATIENT PARTICIPATION GROUP MEETING 18/5/15

PRESENT

Tracey Colman PM

Martin Plackett

Bob Hill

Vera Martin

Irene Johnston

Jan Goold

Apologies

Carol Shelton

Survey

The survey was discussed in detail, as always there seems to be mixed comments regarding the appointment system. The consensus from the group was there are still patients who do not understand the appointment system, comments such as:

“Would like to book an appointment in advance”

“Early morning appointments 8.00am”

“On line booking”

Were mentioned several times even though there was a large display in the surgery explaining in detail our opening hours and how our appointment system works. Ideas for getting the information through to patients were:

Jayex board depending on cost

Large article in our next newsletter

Article in the local free magazine Inspire that is delivered to most homes in and around Stapleford

Obtain patient e-mail addresses to send them newsletters with the changes to services etc. at the surgery

Practice Manager to add the question about e-mail addresses on the new patient forms which will help new patients understand how the surgery's appointment system works.

Age UK

Practice Manager updated the group regarding the Age UK project. It is a lottery funded project running to the end of June, but Age UK is hoping it will be extended. The practice sends out letters to all patients over 65 (706 patients) with a reply slips to respond to Age UK and a SAE. 300 hundred have been handed out to patients whilst in surgery the remaining 400 to be posted. Age UK contacts the patients and arranges to meet the patient at their home or at a convenient location. Age UK can help with:

Health and Wellbeing needs

Support for patients with long term conditions.

Adaptations

Signposting

Attendance allowance forms, blue badge forms etc.

To date 36 patients have responded, feedback from Age UK are as follows:

Signposted to social groups

First contact for raised toilet seat, grab rails, steps to get into the bath, raisers for chair and settee, grab rail for patio doors

Smoke alarms

Info re insurance

Guide to avoiding slips, trips and falls

Age UK healthy eating guide

Severn Trent water sure scheme

Blue Badge Form

Community transport scheme

Jan would like to know more about this scheme. PM to let Jan have some of the info.

Health Fayre

The Health Fayre held at Washington drive was a huge success with around 195 people attending. Similarly the heritage for health walk held on the 21st April was also a success. Jan in process of organising an event in conjunction with Pulp Friction, dig in and a charity. Macmillan to go ahead in September at the surgery. PM to find out the balance of the account.

Antibiotics

PM informed the group that the surgery will be introducing a deferred antibiotic scheme. E.g. patients who present with a sore throat will be told to rest, drink plenty of fluids, ask pharmacist to recommend medicines for pain but if the symptoms are still there after 7 days come into the practice and pick up a script for antibiotics from the reception.

Newsletter

PM asked for ideas for the newsletter, suggestions were:

How the appointment system works

Age UK

Antibiotic Info

PRG

Due to other commitments Martin has difficulty attending all the PRG meetings. Bob has agreed to try and attend the next PRG on the 4th June.

Next Meeting Monday 29th June @ 2.00pm