

Minutes of First Patient Participation Group

Woodsetton Medical Centre

Present

Dr M S Read

Mr D Pearce

Mrs G Rees

Mr B Williams

Mrs K Brownhill

All those present introduced themselves to each other and Dr Read then proceeded to explain the theory of the PPG (Patient Participation Group) and hopefully with their input and commitment would lead to a more successful Practice environment.

Non attendance rates were discussed; at present were running at quite a high number, one theory which was discussed was if the patient possibly had a mental health problem?

After 2 DNA's write to the patient and ask what the circumstances were surrounding their non attendance and offer an opportunity to explain and evaluate whether they had a valid reason for their no show; giving a three month window for the surgery to reply, allowing this to be discussed at the next PPG.

Dr Read has suggested that the Practice hold back 85% of appointments which could be released on the day, allowing patients with genuine problems to be seen and reduce the number of non attenders

The PPG said they had not experienced a particular problem in obtaining an appointment, however at peak times (holidays etc) you may have to wait a little longer than usual. Dr Read explained about the limited resources available at the Practice due to the small budget from the Health Authority that had been historically awarded. On occasion the lack of funding hindered the practice from obtaining outside help.

The previous week the surgery had been visited by a member of the Commissioning Board who had reported that the Practice had increased its performance and had moved up the the scale of efficiency.

NHS Choices feedback was also discussed. PPG found the comments about staff rudeness completely unjust, however Customer Care Training was discussed as a possibility to counteract such comments.

In the forthcoming weeks the Patient Feedback Questionnaires would be offered to all patients attending their appointments, the PPG was asked if they would be happy to discuss the outcome of the evaluation and offer any recommendations.

The closure and proposed purpose of the Brook Public House was questioned, however at present the surgery is unaware of what the plans are.

The possibility of the provision of other services to be added to the surgery was raised, these included:-

Chiropody, physiotherapy, phlebotomy, and ophthalmology.

PPG members submitted their E-mail addresses in order for minutes to be electronically sent.

Next Meeting was agreed for Monday 14th April 2014 at 1.00pm.