

ATKINSON HEALTH CENTRE PRACTICE

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Minutes of Patient Participation Group Meeting Friday 31st May 2013

Attendees

Glennis Walling (Practice Manager)
Emma Harrison (Office Manager)
Mr D
Mrs D
Mrs W
Mr E
Mr C

Apologies

Mrs D
Miss W

- The meeting started with Mr D thanking everyone for attending.
- The minutes from the last meeting was discussed and agreed. Glennis gave an update on the points of the last meeting:
- Update regarding the new health centre. Glennis hasn't heard anything regarding the new health centre she was due for a meeting this week but it had to be rearranged. It has been rearranged for this week so there should be an update on this at the next patient participation group meeting. The group expressed the need for the new health centre to be on a bus route.
- We still haven't heard anything from the council regarding the zebra crossing. Glennis will write again and she suggested that if another member of the group would also like to write to the council to back up the idea.
- Dr Jebur has now left the practice she is now working for the Commissioning group and the Out of Hours service. Dr Choudhury the new female GP has now started at the practice
- Mr & Mrs I created a notice board display for stop smoking day which was much appreciated. We now have Furness carer's information up on the notice board for patients.
- The toys at the practice are now being clean by a member of staff- Thank you to Mr W for offering to do this.
- The practice is now registered for CQC so we may have people visit the practice to speak to the patients and get feed back on the service the practice supplies. Glennis has had a lot of paperwork to fill in regarding the CQC.
- Glennis informed the group on the current situation of the practice and as to what the doctors work:

Dr Choudhury – 7 sessions a week

Dr Wiejak – 8 sessions a week

Dr Ashish – 8 sessions a week

David Kenrick -2 sessions a week

David is the new Nurse Practitioner at the practice he has become very popular with patients he works one day a week and extra cover if needed. We have booked an unprecedented number of appointments in the last few months and the practice demand is high.

The Practice is also to become a training practice as from August 2013. Dr Ashish will be training newly qualified Doctors and will be supervising them. Patients will be told if they are happy to see the trainee Doctor.

Patients at the surgery that DNA more than 3 times after being written to are being removed for the surgery list. The electronic prescribing at the surgery has stopped as the computer system has been crashing we are now back to printing prescriptions.

- Mr C brought up the point of having more awareness of diabetes. We will discuss with Debbie the practice nurse to see if she has any information then we can put on a notice board or if she could do a talk to patients. We do offer health checks at the practice for 45-75 year old patients which includes a blood test to test for diabetes.
- The practice is also the pilot site for the Age UK – a Age UK representative comes to the practice every other Friday and see patients , she can advise as the which service to go to and courses and information. We have a notice board in the surgery with all the courses and meeting available through Age UK.
- Mr D wanted to discuss the points of emergency wards and accident and emergency waiting times as it has been in the new for the last few weeks. As from the practice point of view we feel that some of the services are getting abused by patients as they are attending A+E when it isn't an emergency. This is also happening in the out of hour's service as we are receiving a higher number of out of hour's reports. This may have led to the higher waiting time for patients in A+E.
- Any other items- Mr D has suggested he will take some items to his MP if the practice wishes him to do so.