

ATKINSON HEALTH CENTRE PRACTICE

DR A WIEJAK
DR I JEBUR
DR A KSHETRAPAL
DR R RATHI
MARKET STREET
BARROW-IN-FURNESS
LA14 2LR

Telephone (01229) 822205/821030
Fax (01229) 845976
www.atkinsonhealthcentrepractice.nhs.uk

Minutes of Patient Participation Group Meeting Friday 14th September

Attendees

Glennis Walling (Practice Manager)
Emma Harrison (Office Manager)
Mr R
Mr D
Mrs D
Miss W
Mr I
Mr C
Mrs W

Apologies

Mrs D
Mr E

- The meeting started with Glennis thanking everyone for agreeing to participate in the group and with each person introducing themselves.
- It was agreed that Chairperson would be Mr D and the Secretary Emma Harrison.
- There was a discussion about what kind of group we should form – informal/formal and what we hoped to achieve as a group.
- A brief description of what was happening at the practice since the merge with Dr Rathi's practice was given and the services that were offered by the practice.
- It became clear from the discussion that since the merge, patients did not know all of the reception staff who are now working for the combined practices. It was suggested that staff wear name badges to enable patients to identify which member of staff they were speaking with. We agreed to ask the staff at the next staff meeting to see if they were okay with this. Staff meeting 18.09.12 all staff present agreed to wear name badges. Emma will organise these.
- Glennis informed the group about the proposed new health centre. The site for the new health centre has not been agreed yet as commissioners are not sure how many services will be in the building plus they will need a big enough site for all the different services and probable expansion space. The group were interested in the proposed new building and they would like to be involved in the planning of the building and services that might be included in the building. The group thought that a patient representative at the planning

meetings would be a good idea so their views and opinions could be considered and taken in to account. Glennis to email all involved with the group regarding this as she will not be at the next Health Centre meeting

- Car parking at Atkinson Health Centre was also discussed because of the difficulty in finding a parking space as there are only disabled parking places at the surgery and the pay and display car park across the road. The group suggested that a zebra crossing may be beneficial to the surgery as patients crossing the road found it difficult/dangerous at times. Glennis agreed to write to the council to ask for a zebra crossing.
- A majority of the group were not aware of the services that are provide by the practice. Glennis explained that posting information to patients was too expensive. It was agreed that we should produce notice board displays to inform patients of the services and any health promotion that is being offered by the surgery. Suggestions for brightly coloured information to ‘catch the patient’s eye’ when they come into the surgery were received. Glennis agreed this was a good idea and that it will be changed every month or so. Attaching information to prescriptions and having information leaflets available was also discussed. The contents and design of the Practice Leaflet is currently being reviewed and hopefully the new version will be available for discussion at the next meeting.
- It was agreed that the meetings should be held every 3 months preferably on a Friday after 4 o’clock so everyone can attended.

Action points for next meeting.

- Glennis to ask if a patient representative can attend the new health centre building meetings.
- Letter to be written to the council requesting a zebra crossing outside the Atkinson Health Centre.
- Staff agreed to wearing name badges. Emma to look into
- Notice board information to be done – Emma to check with Leesa as she wanted to do a notice about medicine wastage.

Current notice board display:

Flu vaccination campaign

Stop and think – campaign to prevent unnecessary A&E attendances.

Further to our meeting I have had several thoughts about some of the things we discussed:

Would any member of the group be prepared to become involved with the Notice Board Displays? Any suggestions for future displays would be welcome.