Caskgate Street Surgery PPG meeting minutes 14/10/14

Patients present: Chris Waterman, Fred Kirkman, Keith Thompson, Mandy Thompson, Tom Juhos, Allan Smith, Sheila Horner-Glister, Sue Thorpe, Brenda Marriott, Liz Westnidge, Lesley Lusher, Helen & David Seymour, Keith Rawson

Staff: Jessica Burton, Christine Smith, Pam Steadman & Dr T Jose

Feedback from the first meeting was discussed:

1. CQC report – draft report was emailed to the practice on 13th August and the final report emailed on 23rd September (publication date 17th September) but was not added to the CQC website until 7th October. This is now also available on the practice website.
2. Baby clinic provision – Hickman Street holds a clinic every Tuesday between 9:30 and 11:30 for baby weighting, there is a baby café also on a Tuesday at the Childrens Centre between 12 and 2pm. The nursery nurses at Hickman Street will offer individual appointments for mums who are unable to attend the general sessions. It was agreed that this provision does meet demand and the details will be added the next practice newsletter.
3. Service to be better advertised – currently a newsletter is produced approx. 4 times per year, the website, posters displayed in reception and the waiting areas also messages can be attached to repeat prescriptions. Other options discussed and suggestions included the local press and the Gainsborough Life magazine.
4. Audible place in the phone queue – the practice enquired about this and the quoted costs were £68.34 plus VAT per month. The practice acknowledged this was a useful service but rather costly to implement.
5. Self-referral forms (step for change) to be made available without the need to see a GP or ask at reception – these have been placed in the waiting areas.
6. Telephone triage – ideally need to obtain the opinion of a majority of patients – agreed the PPG members would contact each other to agree on a suggested survey to bring to the next meeting. Once agreed the members would spend some time in the waiting room during surgery times to ask for patient opinions.
7. Update details via the touch screen – unfortunately this is not an available option
8. Water dispenser in the waiting area – costs for this are £1 per week rental for the dispenser, an annual charge of £46 for sanitising, and each bottle of water costs £6.30 and an upfront cost of £7 per bottle deposit. This is a big expense for the practice and there were no suggestions on how to raise funds so unfortunately this is not something the practice can take forward.
9. Asking ethnic minorities to join the PPG – the practice has 25 patients who have disclosed their ethnicity as ‘other white’. All new patients are informed of the group when registering bus as yet none have come forward.

Points from this meeting:

1. Problems with the self-check in – Pam has raised this with the support company and they have installed a more up to date anti-virus software which they felt would improve response times.
2. Fred Kirkman volunteered to be chairperson and Sheila Horner-Glister volunteered to be the secretary.
3. A notice board for the PPG was requested for the waiting room and a clock has also been suggested by another patient.
4. It was agreed the members would email each other before the next meeting their ideas for the survey regarding the telephone triage.
5. A suggestion was made to have a plaque of some description in the surgery in memory of Dr Nicklin who died earlier this year – this was discussed at a partners meeting but it was decided that as no previous memorials had been placed in the surgery for other partners it would not be appropriate to do so now.
6. A calendar would be needed for the next meeting to enable planning for the survey collection and possibly name badges.

Next meeting Tuesday 11th November 6-7pm