

St Vincent Practice

Patient Participation Group Minutes

Wednesday 2nd July 2014

Present:	Dr H D Godley	GP
	Mrs Lynne Neal	Practice Manager
	Claire Loveday	GMS Manager
	Bev Latibeaudiere	Reception Supervisor
	Jackie Embley	Hollybush Senior Receptionist
	Chloe Dickman	Receptionist
	JT	Patient
	JB	Patient
	WS	Patient
	SR	Patient
	MH	Patient
	RH	Patient
	PG	Patient
	AV	Patient
	SB	Patient

Note taker: Lynne Neal

Bev welcomed everyone to the meeting and thanked them for coming.

The group was informed that the Hollybush HC was staying open for the foreseeable future. The group discussed concerns raised by a patient who found access to Hollybush in a mobility scooter, difficult. It was agreed that we would write to the owners of the building and request an automatic door opener.

Claire explained to the group about a named GP for patients aged 75 and over. It was discussed and everyone in the group is now fully aware of what this actually means to patients.

The Care Home Pilot was also discussed – a full explanation of this was given to the group for information.

Dr Godley explained to the group that we had recruited two new doctors since the last meeting. Dr Madlom and Dr Darcy. This was discussed by the group and everyone felt this was a positive step for the practice and hoped that we would now move forward from the previous couple of years.

The group felt that the appointment system was working well.

Bev asked everyone about Systmonline and explained that we had many more patients taking up this opportunity to book appointments and to order their prescriptions. Dr Godley explained to the group that even if you don't have access to a computer to book appointments etc, you will still benefit from the system as fewer patients are ringing the surgery ensuring a faster response.

The group said they liked the new phone system, particularly the queue position message as this meant they could choose whether or not to hold on for a receptionist or call back later.

Non-attendance of appointments was discussed again. The group feel very strongly that this is a waste of GP resources and we agreed. We explained how we deal with DNAs and also that we were considering phoning patients who do not attend for appointments.

Electronic prescribing – the practice is going live with this in September. We explained to the group that they would need to ask the chemist of their choice about this service and they set the process in motion. We explained that we did not have all of the information yet, but would keep patients informed. This service is intended for patients on regular medication with a stable condition.

Carolyn Kerr from Public Health came to give a presentation on "Sun Awareness" to the group. This was very informative and the group enjoyed it. We discussed speakers for future meetings and asked the group to give ideas to Bev or Jackie. The group are very keen to have speakers at the meetings.

Lynne and Bev asked the group if they had any further comments, questions or suggestions – they didn't. We thanked them all for coming and agreed the next meeting would be around the end of September and we would hold it in the evening to allow group members who work to attend. This was agreed by all members of the group.