

PATIENT PARTICIPATION GROUP MEETING

Monday 6th July 2015
7pm at Weobley Surgery

MINUTES

ACTION

- 1. In attendance:** John Allen, Anthony Barraclough, Ruth Bright, Alex Davies, Gary Griffiths, Maria Haines, Brenda Havard, Gladys Henesey, Alan Jones, Andrew Kerfoot, Bill Montague, Michael Phillips, Dr Oliver Penney, Gill Gane
- 2. Apologies:** Helen Cotterell, Kristine Stevenson, Raymond Jones, Michele Petrie, Sarah Pithouse

3. CQC Inspection

OP explained that the Care Quality Commission inspect hospitals, care homes, dentists, GPs etc and that they can shut down surgeries. Before they visit they look at various information including results of patient surveys and comments on the NHS Choices website. Our inspection went well; we await the result which we will be required to display in the surgery.

4. Practice Update

OP explained that we are planning to extend Weobley Surgery to add two more consulting rooms. This is due to more patients and trainee GPs. We will be able to have more GPs and therefore hold more sessions and this will hopefully reduce waiting times for appointments. The extension will mean a reduction in parking spaces at the front of the surgery. Patients will be encouraged to park at the Village Hall. Brenda Havard advised that the Council is looking at reducing 'green spaces' in the village in order to increase parking but nothing has been decided for definite. There are no plans to extend Staunton Surgery.

5. Friends & Family Test

OP explained that it is important for patients to complete the Friends & Family Test questionnaires as the results of these are reflected in our ratings on the NHS Choices website. A hand out was passed around which showed a league table of local surgeries and the percentage of patients who would 'recommend their GP

surgery' and who described the overall experience of their GP surgery as "good or very good'. We are currently approximately 4th in the county for rural practices.

6. **Response to comments on the NHS Choices website**

Raymond Jones emailed to ask if someone from the Practice could respond to comments on the website, to say thank you to positive comments and answer complaints. OP agreed this should be done.

SP

7. **Taurus Appointments**

Raymond Jones emailed to say that very few patients are aware of this service and could it be more widely advertised. OP explained that Taurus Healthcare is run by local GPs and offers GP and Nurse services to patients from 6pm to 8pm on weekdays and 8am to 8pm on weekends and Bank Holidays. The hubs are based in Hereford, Leominster and Ross-on-Wye. To make an appointment at one of the hubs patients should ring the surgery or NHS 111 and ask to be put through to Taurus. If you have not opted out of Data Sharing the doctor/nurse you see will be able to see your notes. GPs can refer patients for appointments at the weekend if they feel they need to be seen. OP advised that there is a poster in the waiting room of each surgery. Maria Haines, Andrew Kerfoot & Gary Griffiths said they would be willing to deliver leaflets locally, Maria suggested a poster in the shop & Gladys Henesey suggested posters for the Church/cinema nights.

MP/SP

Action: More posters/leaflets/advertising required.

8. **Defibrillators**

The defibrillator on the outside of Weobley Surgery needed new pads as they were out of date. This has been sorted now and Maria reported that she has spoken to Pru Lloyd and the machine is being checked on a regular basis. OP advised that the defib does not belong to, and is not used by, the surgery as we have our own. The one at Staunton is on the outside of the village hall. Gladys Henesey mentioned that Eardisley does not have one and she was advised to contact the Parish Council or the British Heart Foundation.

9. **Youth Service** – await the return of SP

10. **Any Other Business**

Booking appointments & ordering prescriptions online - It is quicker for the dispensary staff to process prescription requests placed via the website than telephone requests and the number of patients using this facility is gradually increasing. Anthony Barraclough is willing to give training on this.

Action: GG will liaise with MP/SP/AB re advertising this/venue/setting up dummy patients on the clinical system

MP/SP/AB

Repeat prescriptions - GG advised that the dispensary is looking at doing automatic repeat prescriptions for patients to save them having to order their medication. We will start off with those patients on 1 or 2 items.

Comments – These can be made using the slips in the waiting rooms or via the website. GG advised that it is useful if patients write their name on the form as we have recently had a complaint about Weobley Dispensary but cannot follow it up as we do not know who the comment was from. Maria Haines said that patients may not want to put their name to a complaint.

Transport – Andrew Kerfoot asked if transport is available for the elderly visiting relatives in hospital. OP/GG advised that this is not available but patients can use the Community Wheels service but this is not free.

Phones - Brenda Havard advised that she had tried to ring the surgery approximately 5 times that morning and was getting a message saying the phone line opened at 8.30. OP/GG advised that the phone line opens at 8.00am and if the line is busy there is a message to say you are in a queue.

Action: SP to investigate

SP

11. Date of Next Meeting

To be confirmed.