

MINUTES

Title of Meeting: Patient Participation Group (PPG)

Date: 1st December 2011

Time: 6.30pm – 7.30pm

Venue: Health Education Room, Avondale Health Centre

Present:	<u>Practice</u>	<u>Patients</u>
	Lorraine Lowe Marie Bryan	Jill Atkinson Edmund Ainsworth Carol Smith William Wood

Minutes by: Marie Bryan

Item	Topic	Action By
1	<p><u>Apologies</u></p> <p>Christine Kay Mubarek Patel</p>	
2	<p><u>Minutes from Previous Meeting</u> First Meeting</p> <p><u>Matters Arising</u> None</p> <p>Marie and Lorraine welcomed the patients to the first PPG meeting. Apologies from Christine and Mubarek previously noted.</p> <p>This being the first meeting Marie went through the ground rules at the top of the agenda which all agreed to.</p> <p>Welcome packs of information circulated contained:</p> <p>Agenda Terms of Reference Patient Leaflet (general) Patient Leaflet (repeat prescribing)</p>	
3	<p><u>What do we want from this meeting?</u></p> <p>Discussion as to what the aims of our PPG.</p> <p>Agreed as per the ground rules and the terms of reference and to bring to the Group meetings ideas for discussion that could</p>	

be in the interest of the Practice in developing better procedures and to advise of things happening in the community which may have an impact on practice services.

Repeat Prescribing

Marie advised how the practice has improved the repeat prescribing procedure over the past months with the instigation a new patient leaflet on how to order and what happens to your prescription once you have left it at the surgery has been devised and was received well. The results of a survey of all patients who have a repeat prescription asking how the practice had performed for them 94% of the returned patient questionnaires had no problems with obtaining their repeat prescriptions.

A small leaflet that had been attached to some repeat prescriptions over the past few months advising to 'tick' the items you want and 'x' the ones you don't; is educating how to complete the back form so that the admin staff are fully confident that the patients request for repeat medications are being met.

Mr Ainscough advised that he always make his regular appointment with the Practice Nurse and asks for his prescription then. Although this was thought to be a route that can be taken by a small number of patients who would routinely attend appointments it could create a bigger problem with appointment schedules if the general patient list adopted this.

Appointments

The PPG was asked for comments on how they felt our appointment system worked. Had they had any problems in making an appointment in the past?

The general feeling was that the practice appointment system worked well and a member of the group commented that she had not had a problem in the 45 years she had been with the practice.

One concern was that recently the telephone system seems to be engaged when phoning the surgery. A few comments have been made over the past months and this is being looked into. The practice is also looking to move to a new telephone system. Whilst this would mean a change in telephone number it was not envisaged that it would cause problems as the Practice would put a message on the existing phone numbers for a limited amount of time so that patient could get used to the change.

Chronic Disease Management

Mr Ainscough brought to the table comment regarding the fact that he had been asked to go to different health centres in the Bolton area for various tests relating to his illness and the

hardship of transport in getting to these. The general feeling of the meeting was that patients would like to go to either a more local health centre for these tests especially when undertaking tests that mean patients cannot drive for a substantial amount of time afterwards, therefore limiting transport options, or a good location for these would be at new Bolton One when opened as it is central and on all major bus routes.

Question was raised as to which services would be going into Bolton One when it opened. Practice representative are not sure what, if anything, has been agreed yet.

It was discussed ways of inviting patients for medication reviews. At the moment we send letters, however, with the increasing number of patients contactable via e-mail it was a line that was being pursued as a possibility. The issue of patient confidentiality was seen as a major set back as we could not identify a way of sending the communication without revealing e-mail addresses. Mr Woods volunteered to look into this for us.

A **Mr Woods to look into ways of sending group e-mails without compromising identities** **Mr Woods**

Query was raised regarding the Pharmacy attached to the Health Centre and whether it would be changing its opening hours to reflect those of the surgery.

Lorraine/Marie would take this to the appropriate team at the PCT/GP Consortia and report back to next meeting with any information.

A **Action by practice** **LL/MB**

It was asked if antibacterial dispensers could be put into the waiting room.

The reason for these not being situated in waiting areas is due to Health and Safety reasons. The dispensers are however located at the entrance of all the GP/clinician consulting rooms.

Idea was put forward for children's books to be located in the waiting room. The practice agreed that this was good idea and that we would be looking to purchase some in the near future

A **Practice to look at purchasing books/toys** **MB**

5 **Frequency of meetings**

It was agreed that the meetings should alternate from afternoon (lunchtime) and evening and also differing days in order to accommodate all patients who wished to attend.

Agreed to meet again in 2 months and then perhaps quarterly.

The next meeting would be on 29th February 2012 at 1- 2pm in the Health Education room, Avondale Health Centre.

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How Dalefield compares to other local GP Surgeries

Figures showing comparisons of how Dalefield compares to other GP practices in the area are available on NHS Choices

- Google NHS Choice
- Pick 'Find a locale GP'
- Add the post code of the practice BL1 4JP

This will give you the practices in the area and comparable information on how they performed in the latest postal patient survey. Please disregard Bolton Community Practice that is no longer based at Avondale Health Centre.

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How can we improve Patient Communication

Lorraine and Marie advised the patients present how the practice currently communicates with patients and welcomed suggestions for any new ideas.

- *Newsletter – produced every few months, with seasonal themes.* This was overall felt a very important way of communicating to patients relevant information at different times of the year.
- *Website – the practice has two websites.* One through NHS Choices and one through e-health. Both are being updated at the moment but can still be accessed to provide information about the services the practice provides. The information on these websites is on the Practice Leaflet.

www.nhs.uk (NHS choices)

www.bolton.nhs.uk/GP/Dalefield

- *Suggestion box* – there is a suggestion box in the waiting room with forms that can be completed. The Practices takes a serious look at implementing any relevant suggestions.
- *Notice Boards* – It was felt that these are too crowded. Practice agreed that these would be looked at in the near future.

The next meeting would be on 29th February 2012 at 1- 2pm in the Health Education room, Avondale Health Centre.

Any patient wishing to join the PPG need only come along to the next meeting