PATIENT PARTICIPATION GROUP MEETING

NEETSIDE SURGERY

MONDAY 22nd SEPTEMBER 2014

MINUTES

PRESENT – Jonathan McConnall (Chair), Gemma Sampson, John Goacher, Sue Lamble, Dr Dowling, Melanie Chenoweth (Practice Manager)

Apologies - Mike Wreford

1. Minutes of previous meeting
2. New Salaried GP

In August Dr Jonathan Blundell joined the team. Dr Blundell had just completed his trainee year in Lynton, North Devon. He will be working Tuesdays and Fridays all day, and hopefully be able to cover when one of the other GPs is off.

1. Personal Care Plans

Over the last couple of months we have been contacting patients who may be at risk of an emergency hospital admission asking them if they wanted to participate in the Personal Care Plan. This is to try and help prevent admissions if at all possible. Patients seem to have welcomed this.

1. Flu Clinics

Our flu supplies have already been received and we have started with the flu clinics. This is earlier than other years and we hope eligible patients will book in for the jab sooner rather than later in season.

1. Friends and Family Test

From 1st December 2014 it will be mandatory for all practices to have a Friends and Family Test. We have already put this on our website and patients can use it now. It comprises of 2 questions.

“How likely are you to recommend our GP surgery to friends and family if they needed similar care or treatment?” There is a selection of answers to tick.

“If we could change one thing about your care or treatment to improve your experience, what would it be?” This has a free text section.

We will also be putting in the waiting room posters and a tick form/box for those who would rather complete it whilst here in the surgery.

This is instead of the patient questionnaires, the PPG members felt that the questionnaires were much more detailed and surely they would be more useful.

1. Online Access

We already offer online ordering of prescription, but Microtest have another a different version which will also do online appointments and online access to medical notes. Other practices had been using this, but there were a lot of problems with this version and other practices and patients did not like it. There is due out a newer version which we are waiting to get. Once it has arrived we will attempt to move over to this and we will trial it out. **ACTION MELANIE TO SPEAK TO COMPUTER SOFTWARE COMPANY**

1. AOB

Mr Goacher mentioned “Message in a Bottle” for anyone who wants to keep “Emergency information” at their home. The bottle needs to be kept in the fridge, and there is a sticker to go on the front door so that anyone who comes to the house will know that the patient’s important medical information is enclosed. They are free and available from Lions Club Launceston.

NEXT MEETING WILL BE HELD ON MONDAY 8th DECEMBER 2014 AT 6.15pm NEETSIDE SURGERY