

PATIENT PARTICIPATION MEETING
Wednesday 5th March 2014

Attended by: George Connolly, Mary Ratcliffe, Sylvia Brady, Mike Skidmore, Eric Smith, June Brighthouse, Katie Power, Dr Hyde, Dr Clarke, David Fould (visitor), Sheila Bythell (visitor)

Apologies: Kerry Jones.

Visitors

The group welcomed our visitors who had arrived from other surgeries to see how our PPG functioned. They enjoyed our visit and have offered an invitation for us to attend their practice to look at some of their access solutions.

Practice questionnaire

Only 55 returned. Group suggested starting earlier in year. January start agreed going forward. George kindly volunteered to spend some time in reception help patients complete and encouraging a better response. It was agreed that the questionnaire should be split between reception, doctor and nurse rather than all 3. It was also agreed that focussing on individual doctors or members of staff was inappropriate and overall satisfaction with care should be documented instead. The group wish to review the questionnaire in September 2014 to redesign. The group were happy with the results as it shows significant satisfaction with care, compassion and opening times and access. It was noted however that one patient had suggested we open on a Saturday morning which we already do. Should we be advertising this more? It was also noted that we could improve our access to a gp via telephone which raises the question if patients are aware of our telephone consultation service.

Education day

After the success of our last education day the next day was agreed to take place on 14th or 21st May depending on the availability of the speakers. The topic will be mental health.

Mary completed several hand outs to promote the day which were all approved by the group.

Electronic prescribing

The practice now offers this service in partnership with local pharmacies. Patients can order and receive their prescriptions via their nominated pharmacy without ever having to collect a paper script as they are sent electronically to the pharmacy.

Online access to appointments

The practice now offers this. It is proving popular and should many more patients register for its use we will release more appointments to be utilised this way.

NHS Choices

Katie encouraged the group to go on the website and leave a review for the practice.

Date of next meeting: 18th June 2014