

Spinney Medical Centre

Patient Participation Group Meeting

Wednesday 10th July

Attendees: Katie Power PM, Dr Hyde GP, Dr Clarke GP, Dr Shimwell GP, Marie Rotheram PCA, Sister Karene Brown, George Connolly Patient and Secretary to group, Mary Ratcliffe Patient and Treasurer to Group, Vathsala Ramamurthy Patient Member, Sylvia Brady Patient Member.

Apologies: John Walsh, Kerri Jones.

Patient questionnaire results – Katie asked group members to take the results away of the patient satisfaction survey and feed back at the next forum. Doctors also asked for another copy.

DNA – Johns Walsh spent some time in the reception gathering views from patients on the problem of patients not arriving for appointments. Katie is to produce a report from these findings and share with the group and put on the website.

Education Days – Diabetes Education Day was held on the 8th June and was a great success. Patients were well informed by our nurses Jackie/Karene and by one of the reps who had attended that day – patients reported they learned a lot and it was agreed that we will follow on with the education days with various themes.

Mary had put a questionnaire in reception asking patients to mark their long term conditions in priority order. The majority marked pain control as a priority, followed by cancer and mental health. The group also felt that an education day for carers was also important.

The group agreed to start to gather materials and a speaker to present around pain control but it was agreed this may be difficult and while this work was going on we would hold a Healthy Living education day which is earmarked for around September to enable advertising and organisation of information. This will be actioned by Karene.

Dr Ramamurthy mentioned her involvement with MIND and championed their Befriending Scheme. She feels the outcomes are significant and thinks they would help facilitate an education day around mental health. The details will be forwarded to Katie and they will attend a practice clinical meeting in the first instance.

Emis Web - this is a new clinical system and is due to be introduced to the Practice around September 2013. Patients were made aware.

CQC (Care Quality Commission) Katie informed the group that as of the 1st April 2013 the practice was registered as a provider with the Care Quality Commission. We could have a visit from the commission (usually 48 hours notice) and the visit can be every two years. More information will start to appear about the CQC in the waiting room soon. (Katie to arrange).

E-Notice Board: We have made some progress with this to get a lot more up to date information and maybe useful to advertise Education Days ect watch this space.

Care of the Chemist – Karene wants to promote this around September, start of the winter months to help inform patients about what is available without a prescription. It was agreed that Mrs Mary Ratcliffe would liaise with Karene to arrange this for the notice board in reception.

Newsletter – Katie would like one of our Patients to write a brief patient article for the newsletter. Vathsala volunteered and Katie will send a list of suggestions to her via email.

AOB:

The group suggested that we have a photograph gallery of all staff to enable the patients to recognise male/female GP's as well as a chance to introduce new GP Registrars to the surgery. Karene to make some enquires re photographer and prices.

The next patient partner meeting will take place on 18th September 2013 at 12.30