

MINUTES OF PATIENT GROUP MEETING

HELD ON WEDNESDAY 17TH OCTOBER 2018

PRESENT

Jane Wharton, Mandy Hallam, John Flinders (Chair), Mary Shaw, Barry Wood, Lesley Hall and Paul Mason (Kelvingrove)

APOLOGIES

Received from Rosita Dowdall, Pauline Briggs, Leslie Foster, Viv Palfreyman, Adam Tooley

MINUTES OF LAST MEETING

Were agreed as a true and accurate record.

ELECT VICE CHAIR

No volunteers. Agreed to carry on without.

ELECT MINUTE TAKER

No volunteers. Jane will try to do (although difficult when doing the majority of the talking!).

Patient survey – Jane informed the group of the results of the patient survey carried out by Government and asked if this could be repeated by the group in surgery. We had been disappointed with the responses and it was thought that it would be helpful to see up to date patient opinion and pinpoint any areas that could be improved.

ACTION - The PPG will run the survey week commencing 4th-8th February 2019.

The group also discussed the importance of a PPG and the help, savings and benefits to the surgery. It was felt that more promotion of the group and what they have achieved for the surgery would help to recruit more members. Jane and Mandy did let the group know that the group is advertised on the practice website and also on the TV in reception. Results of surveys, etc are on the Patient Group Board in the waiting area.

Amber Valley Health - Jane gave out leaflets re; Amber Valley Health (The Hub) and explained to the group what this is about. We and 8 other practices in Amber Valley have come together to do extended hours from 6pm-8pm week days and 8.30am-12pm weekends. This is based in Ripley and has GP's, ANP and Nurses. Jane explained that booking an appointment had to be made through reception and that 'Hub' appointments were not available online. This was very well received by the group. Barry asked if promoting this could be taken a step further and advertised in the local paper (others unsure how many actually buy the Ripley and Heanor now!).

Annual complaints review - Jane went through the Annual Complaints Review, including;

- 1- Pts unhappy with Receptionist- Outcome- Conflict and managing difficult patients training arranged for receptionists.

- 2- Delayed report for Army med- Outcome- Improvement on admin and efficiency.
- 3- Miscarriage patient felt unsupported - Outcome-We now send a letter providing information on relevant groups and offering support from the GPs if needed. Paul Mason mentioned that he worked for Cruse as a counsellor and they would go to a patients home free of charge and offer care for as long as they wanted.
- 4- Patient wanted to stay with the practice even though out of area-Outcome- Jane explained to patient that we did not sign up to the government enhanced service to keep on patients who have moved out of area. We do not have the capacity for this.

Flu vaccs - Jane reported that flu vacc clinics are now up and running and that there are 2 different vaccines this year, one for under 65s and one for over 65s. Jane explained that the over 65 vaccines are in short supply and that as we have had to have them in batches there have been several small clinics rather than the larger clinic. Letters have also been sent out in batches, the latest being sent out this week.

DATE OF NEXT MEETING

Wednesday 9th January 2019 to discuss patient survey plans.

ANY OTHER BUSINESS

None.

CLOSE OF MEETING

The meeting closed at 8pm.