

Heath Lane Surgery Patient Participation Group (PPG) Meeting
29th September 2011

Apologies:

none

Present:

Eunice Ward, Margaret Stevens, Ann Walsh, Stewart Watson, Dianne Lucking, Ann Sowman, John Brown, Roger Ellis, Dr Gethin Jenkins, Jackie Telford, Hazel Thomasson, Wendy Edwards, Dr.Richard Lawrence.

Minutes & Agenda

All had received minutes and agenda.

Dr Richard Lawrence

Roger welcomed everyone to the meeting and introduced the new doctor, Dr Richard Lawrence, Richard told the group that he originated from Leicestershire and now lives in Market Bosworth.

Flu Days

The date for the two flu days was given out as Saturday 15th October and Saturday 29th October. The group were asked if they could assist with the day, Roger took note of the names of the volunteers for each day. The group would be asked to assist with

Car park duties

Meeting and greeting

Helping patients and making sure all surgeries were kept busy

Distribute PPG questionnaires

Make tea and coffees distribute bacon cobs

All to be at surgery for 8 45am ready for the doors opening at 9am.

PPG Questionnaire

Ann explained to group this was a national campaign and asked the group if they would help analyse the results – this was agreed.

Questionnaire to be handed out at the flu days, one problem with this is it would only target a certain age group, it is a national requirement to target all age groups.

The questionnaire would be put on the web site.
Results need to be back by the end of November.
Group was asked to come into reception and hand out.
Leave on seats in reception and ask to fill in and hand back to reception while waiting.
Looking to recruit virtual PPG members by telephone contact to ask questions hoping to capture younger age group.

Stuart asked if a reminder could be put on boards asking if patients had completed questionnaire ensuring some spares were left around

Tina Gill

Tina Gill has retired as a receptionist after many years' service. Roger suggested a note should be sent on behalf of the PPG, Ann to draft Roger to sign and send.

Julie Hudson the new receptionist is part time and starts on Monday October 3rd, prefers to be called Jules

End of Life Initiative

This is a national initiative, surgery has signed up to this, a description of the scheme will be put onto the web site encouraging the public to come into the surgery and discuss with the doctor how they or a member of their family can be helped as they near the end of their life's.

Dr Jenkins gave the group a short talk on how the scheme works.

Practice update

Dr Jenkins gave a talk on LLR Provider Company to group.
NHS Direct is going soon and will be replaced by 111

Walking for Health

John explained that the group continues to thrive 31 people went on the walk this week.

Roger was the leader this week and the walk lasted for approx. one and a half hours starting and finishing at the Methodist Church. Ann asked if photos could be provided for the web site. There are a mixture of walkers.

Computers

The surgery is having a new computer system on December 8th, all members of staff having to learn the system. Stuart to produce poster to advise patients of the changeover.

Any other business

Wendy asked if answering service working any better, Ann explained it had worked ok until last week, group asked if they could do a test run again, and report back.

Eunice asked if the up take had been good for the flu days-Ann responded yes up to now.

Hazel asked if there was a provision for patients that cannot attend surgery to get their injections -district nurses will go out and give to house bound patients

Date & Time of the Next Meeting

Thursday 24th November 2011, 1900 hours at Heath Lane Surgery