

Heath Lane Surgery Patient Participation Group (PPG) Meeting
26th January 2011

Apologies:

Diane Luckman, Janice Richards, Stewart Watson, Eunice Ward, Ann Sowman,
John Brown

Present:

Roger Ellis, Margaret Stevens, Ann Walsh, Jackie Telford, Wendy Edwards, Dr
Moncrieff, Hazel Thomasson

Minutes & Agenda	Roger opened the meeting by wishing every one a "Happy New Year" All present had received minutes & agenda.
Jackie Patterson, Practice Nurse	It was decided that Jackie would only attend meetings when necessary.
Walking for Health	The Earl Shilton group now has full accreditation. John and Roger have designed new poster for notice boards. Over the past three weeks approx. 14 people have attended the group. Plans are being made to go on a trip to Chatsworth House with the Earl Shilton Community House.
On line booking	The on line appointment booking system is going well with a high demand for early morning appointments.

<p>Practice update</p> <p>GP Practices need to save 4%</p>	<p>Dr Moncrieff discussed progress with formation of GP Consortium. In Leicestershire there is to be one city and 2 county consortia; the exact format of the county consortia still to be decided, with one overarching Hub performing essential functions (i.e . commissioning). The consortia are tasked with making 4% efficiency savings during the coming financial year. It was felt that this will impact on delivery of patient care services. Ann commented that PPG members may well be requested to help discuss rationing decisions in the future</p> <p>Improving services: Ann attended a course during the previous week and gave the group an out line on it. Ann asked group for suggestions on how the practice can improve the service they give. The following are some of the suggestions When booking in for an appointment details to be given on how late the doctor is running. Receptionist to advise on which doctor running late to patients in waiting room. Drinks machine for patients to use while waiting. Radio rather than TV which can not be heard.</p>
<p>PPG Telephone Survey Results</p>	<p>5 members of the group completed the survey, results circulated. Main points: Ann to check answer machine message re Flu services. Receptionists to include their name when answering 'phone. There will be 3 dedicated receptionists answering 'phones 8-8.30am. 'Phones to be answered when ringing, fast and promptly. A commitment to give best practice. Roger suggested ringing patients to remind them about appointments- this is already taking place mainly with diabetic patients. A new booking system being looked at nationally.</p> <p>David Carson will speak to whole practice team re survey they have carried out (February 17th 2011)</p>

Flu injections	Flu injections where take up was variable. A short discussion took place on the flu vaccine contents.
Town expansion impact	Can practice cope with expansion – yes, open list for patients within boundary. Plans to expand if a large influx of patients.
Any other business	Roger said a partnership has been forged with Dial a Ride and this to go forward to National PPG newsletter along with details of Walking Group.
Walking for Health	The group has grown; Doctors have been asked to encourage joining the group more when advising patients to exercise more.
Nursing Elderly	Margaret Stevens had been asked by a patient if the nurse who was visiting elderly could make more than one visit. Advised that if patient was able to visit surgery then they were encouraged to do so. Ann advised Margaret to get the patient to contact surgery again. This post will cease on March 11 th 2011.
PDT	Jackie spoke regarding a letter that she had bought to the previous meeting and showed the group a copy of a report by the Daily Mail which stated it is a legitimate project.
Change of Day	It was suggested that the meeting day goes back to a Thursday; this will be discussed at the next meeting.

Date & Time of the Next Meeting

March 30th, 7pm at Heath Lane Surgery