

Heath Lane Surgery Patient Participation Group (PPG) Meeting
March 30th 2011

Apologies: Janice Richards.

Present:

Roger Ellis, Margaret Stevens, Ann Walsh, Jackie Telford, Wendy Edwards, Dr Jenkins, Hazel Thomasson, Eunice Ward, John Brown, Ann Sowman.

Minutes & Agenda	All present had received minutes & agenda.
Matters arising from minutes of last meeting	Practice staff not happy with suggestion of a drinks machine. It has been decided that a laminated note will be displayed in both reception areas advising patients to ask at reception if they require a drink.
Elderly Patients Nurse	This position has now gone as funding was only for one year.
Meeting Night	It was decided that the meeting night would revert back to Thursday after the annual general meeting in July.
Walking Group	John advised the committee that the group was growing every week; they have on average of 23 people attending the walks. John has received a certificate of excellence for the Walking for Health scheme. The age group for the group was variable; there has been an increase of male participants. The group are going on a trip to Chatsworth House with the Community House organisation in the village.

<p>Practice Update</p>	<p>The group was advised that Children's heart surgery may no longer take place at Glenfield hospital, there are two events to take place for the public to give their views, the first one to take place is at Leicester Tigers ground Monday 4th April at 7 30pm.</p> <p>It is only the children's surgery that is concerned, there is a petition on line if anyone wants to complete.</p>
<p>Improving Access Audit Results</p>	<p>Dr Jenkins gave a short input on the access audit results.</p> <p>The surgery is increasing the number of appointments that can be pre booked and decreasing number of appointments that can be booked on the day.</p> <p>The receptionists are now responding differently when answering the phones.</p> <p>Ruth had advised that the surgery was not as busy at lunch time.</p>
<p>Ring Back</p>	<p>Patients are being advised that they can have a call back from the Doctor if they feel their problem can be dealt with over the phone.</p>
<p>Group Participation</p>	<p>The group were asked if anyone would be willing to go into the reception area and talk to patients waiting to see Doctors.</p>
<p>'Phone Line</p>	<p>Difficulties are still being experienced by the patients with this, example new doc message still being played after 8am.</p>
<p>Doctor Attending PPG Meetings</p>	<p>Dr Jenkins was welcomed back as the resident doctor from the practice on the PPG committee. (in his own words for another 4 years)</p>
<p>Chemists</p>	<p>There has been applications from the following Sainsbury's Brunel Road Hinckley Donariva Hill Street Hinckley Assura Pharmacy Ltd Castle Mead Medical Centre For new pharmacies (local doctors are given notification od these)</p>
<p>GP Consortia Developments</p>	<p>Starts April 1st Dr Jenkins to attend</p>

<p>PPG feedback</p>	<p>Local PPG groups meeting feedback, Roger attended a meeting were members from Desford, Newbold, Maples and Burbage PPG groups also attended, some of the groups are run differently from the Earl Shilton group, Roger explained that ours was not a fund raising organisation. Earl Shilton came out really well; the next meeting is in 6 months' time.</p> <p>It was suggested that a representative of the group attended the county PPG meeting no confirmation of this date yet.</p>
<p>Any Other Business</p> <p>Bagworth Well- Being Clinic</p>	<p>Roger had attended the Bagworth Well-being clinic held at Bagworth Community Hall.</p> <p>The clinic provided a free health check, also offered advice on stress, giving up smoking, BMI checks.</p> <p>This was funded by Community Action Hinckley & Bosworth and Leicestershire County Council. If Earl Shilton wants to run a clinic the resources are only available on week days.</p> <p>The clinic was open during the hours of 3pm-7pm.</p>
<p>Quality Care Commission (CQC) Launch</p> <p>Health Care Assistant</p> <p>LINKs Improving Communications with PPG's</p> <p>New Patients</p> <p>Dr Greaves Retiring</p>	<p>Ann attended this launch and gave a short talk to the group about it.</p> <p>The surgery are interviewing for this post, which is for 12hrs a week 3 afternoons per week.</p> <p>There is a meeting on Tuesday 10th May at the Walkers Stadium regarding this.</p> <p>Eunice asked if the new estate on the northern perimeter had generated more patients for the surgery, Ann responded that the patient list had gone up.</p> <p>The group were advised that Dr Greaves retires in 2 weeks' time, the practice is advertising for a new Salaried Doctor.</p>

Date & Time of the Next Meeting

May 25th, 7pm at Heath Lane Surgery