

Heath Lane Surgery Patient Participation Group (PPG) Meeting
November 24th 2010

Apologies:

Diane Luckman

Present:

Roger Ellis, Eunice Ward, Margaret Stevens, Ann Walsh, Jackie Telford, Stuart Watson, Janice Richards, John Brown, Wendy Edwards, Dr Moncrieff, Ann Sowman Hazel Thomasson, Jackie Patterson

The meeting was opened by Roger, who welcomed Hazel Thomasson to the group.

<p>1.Minutes from the September 2010 Meeting</p> <p>Matters arising from minutes</p>	<p>John Brown had not received minutes</p> <p>Janice advised that she was still present at the meeting when Hazel was proposed</p> <p>Linda Cheshire had not received letter from the group yet.</p>
<p>2.Walking for Health</p>	<p>Letter to be sent once accreditation accepted. John then gave a short input explaining that a lady had attended the walk that took place on Tuesday 23rd and was very impressed and there would be no problem with the group being granted accreditation.</p> <p>There are usually at least 12 people who attend the walk and the group are waiting for more referrals. John and Roger will do new poster to advertise the group.</p>
<p>3.Flu Days</p>	<p>1st flu day very busy with fine weather</p> <p>2nd flu day chaos in the car park with less people on the day.</p> <p>Dial a Ride were in attendance and it was agreed to try and promote this among the patients.</p> <p>Dr Moncrieff said the occasion seemed to be a merry occasion with patients meeting old friends more of a social outing for some; feed back has been very good from patients.</p> <p>Jackie Paterson on behalf of the surgery thanked those members of the group who helped out on the days.</p>

4 PPG feedback sheets	Ann read out a complaint from Mrs Ordish regarding the amount of times put on hold when ringing the surgery; this was backed up by Wendy who had recently experienced difficulty in getting through. Roger Ellis will respond on behalf of the group, it was agreed that surgery headed note paper will be used, letter will be sent to Ann to check before sent out.
5.Problem solving	Ann out lined one of the major complaints from the patients was the system of getting through to the surgery on the telephone. David Carson has been asked to undertake an audit on the calls received and the appointment system. Ann asked if members of group will do a trial for a week. The week beginning 6 th December was agreed. Those taking part to send paper work to Wendy who will collate it before next meeting
6.National Access Survey	Ann distributed a copy of the results to the group out lining where the Earl Shilton practice came in the survey.
7.On line booking	Hazel asked if the on line booking service was working; Ann responded that use of the system was increasing.
8. Notice boards in waiting rooms PPG notice board	Need to be kept tidy and up dated. Margaret and Jackie will sort through again. Ann will sort out what is taken off to see if needed. Roger will do note for board outlining booking system and progress for the patients information.

Any other business	Jackie asked if surgery were aware of a PDT (cure for cancer) leaflet she had received, Dr Moncrieff advised to be wary of it and surgery were not aware of its existence.
Times of appointments	Ann was asked if a patient was given a 7 30 am appointment was it acceptable that the patient was not seen until 7 55am; she responded no.
Walking for Health	John Brown gave a short input regarding a letter received, Greggs bakers supporting charities and grant.
Apologies for next meeting	Janice Richards and Stewart Watson

At the close of meeting Roger wished everyone a Happy Christmas.

Date & Time of the Next Meeting

January 26th January, 7pm at Heath Lane Surgery