

HEATH LANE SURGERY PATIENT PARTICIPATION GROUP

THURSDAY 26th MAY 2016

Present

Roger Ellis, Wendy Edwards, Eunice Ward, Leanne Thomasson, John Brown, Jan Gregson, Hazel Thomasson, Ann Walsh, Donna Macintyre, Dr Morgan.

Apologies

Margaret Stevens, Jackie Telford, Claire Taylor, Andy Burns, Ann Sowman, Ann Myatt, Diane Lucking.

Welcome

Roger welcomed everyone to the meeting, giving a special welcome to Donna Macintyre who was visiting the group to see how it works.

Notes from last meeting

All had received a copy of the minutes.

Practice Update

Hinckley & Bosworth Medical Alliance: Hazel attended a meeting on 4th May .Hazel outlined some of the issues discussed: the federation are looking to employ a Delivery Manager from 9th July on a 9 month contract plus the board members all wanted to stay in position. Hazel informed them that she would be resigning her post, having been in position for two years, as most of the meetings are in the day time and due to commitments, Hazel was finding it difficult to attend. Ann had advised the federation to canvas all other H & B practice managers to see if a new PPG member could be found to replace Hazel. Roger thanked Hazel for the two years' service she had given to the group.

Training Practice: Ann gave a talk on training doctors and the surgery is now training foundation doctors too. Patients seem happy with this development.

Staffing Changes: a new part time practice nurse, Becky Harris, joined the practice on Monday.

Dialysis Room: The date for the first patient to use the room is 6th June; the patient will be trained how to use the machinery. Initially their usage will be four 4 times a week. Once the patient has settled in, then a second patient will be trained and will use the room the opposite end of the day. Comments were made on how nice the new garden outside the dialysis room looked. This was created by the 'Earl Shilton in Bloom' team; the group have also put planters in front of the Chemist.

Practice Newsletter: Leanne informed the group it has been agreed that there will be a practice newsletter; it will be a quarterly issue. Roger will do a general introduction for the first issue which, all being well, will be issued in June. Anyone wishing to contribute please speak to Leanne.

PPG Awareness Week: as there will be no event taking place at Woodlands Nursery this year the PPG are looking at having an event at the surgery. PPG Awareness Week starts on 6th June. The group are looking at Wednesday that week for approximately two hours in the morning and two hours in the afternoon. Roger will send an email to members to find out who would be willing to help him out on the stand. Eunice asked if it would be possible to put a message on the web site to advertise the event. Ann asked Eunice if she would be willing to write a short piece and send it to her; Roger said he would help with this.

Migration to SystemOne Computer System: The immediate implication of the change over to the new system is that patients will not be able to order a prescription or make an appointment on- line, for approximately. 6 weeks. Patients will then have to reregister once the system is live (first week of July), then they will be able to book an appointment and order prescriptions on- line. Ann asked if any member of PPG would be willing to come into the surgery and talk to patients re the new system, training would be given. Dr Morgan outlined the positives of the new system: Community Staff and the practice can both enter data into the one system. Ann said that the practice were trying various ways of letting patients know about the system, i.e. mobile phone, note on prescriptions, leaflets, web site, half page in 'The Flyer', leaflet in the library, Co-op, & Chemists, Ann asked the group if they had any more ideas. The go- live date is 28th June and the practice is looking for help at the beginning of July for PPG volunteers to help reregister the patients. The practice team are looking at opening the surgery Sat July 2nd 8 30am – 12 30pm to enter practice work onto the new system plus offer an out of hours opportunity for patients to reregister. The group were asked if they would be willing to help test the system; Jan said she could help.

Proposed Closure of Hinckley Hospital: the closure was discussed; the group were informed that there will be consultation on where the public want the resources relocated to, i.e. the X ray department.

A O B

Hazel asked a question re holiday injections; how long did patients have to apply before going on holiday. It was advised 6-8 weeks; when booking an appointment advise receptionist that a longer appointment is required.

Jan Gregson raised a question when the surgery is closing for an afternoon, the sign needs to go on the door that does not slide; the information in the surgery advertising the closure, needs to be made more visible to patients.

Dates of meetings for 2016.

Thursday 28th July @ 7pm AGM.