

Heath Lane Surgery Patient Participation Group (PPG) Meeting
29th March 2012

Apologies:

Hazel Thomasson

Present:

Eunice Ward, Margaret Stevens, Ann Walsh, Ann Sowman, John Brown, Roger Ellis, Diane Lucking, Jackie Telford, Geth Jenkins Stewart Watson, Wendy Edwards.

Minutes & Agenda	Apologies given to Stewart for missing him off the January minutes.
Meeting	Roger welcomed everyone to the meeting.
Computer system Surgery Flyers	Use of the new computer system will start on 24 th April, Ann explained to the group how it will work. Stewart had produced posters which will be displayed in the surgery and prominent places in and around the village. Flyers will be left on the receptionists counter. Ann Sowman had delivered flyers via the Kirkby Mallory newspaper.
Text messaging for patients	New system will text patients re appointment 2 days prior to the appointment date. Ann asked the group if they were in favour of this type of system, the general feeling of the group was that it was a good idea. Ann will look in to how it works for patients that book on line.
George Elliot travel questionnaire	Roger answered the questionnaire on behalf of the group.
Quality practice visit	Roger gave short update as he had participated as a PPG member. Ann handed out a paper on this, there will be a review on the action plan

<p>Changes to the practice team</p> <p>Receptionist</p>	<p>As of April 1st Dr Lawrence will now become a partner in the practice. The practice will be advertising at the end of June for a salaried Doctor.</p> <p>Dr Jenkins will be working two days a week from April 4th, at the moment his working days will be Wednesday and Friday, he will retain his position on the committee for the time being. Roger wished Dr Jenkins well on behalf of the committee and patients</p> <p>Due to Tracey resigning her post, Tina is back filling in temporary. Elaine Pickering will be joining practice April 23rd as a part time receptionist.</p>
<p>PPG Chairs meeting</p>	<p>Area meeting Roger attended, meeting lacked organisation but was well attended. Roger gave a short input on the meeting.</p> <p>The group will carry on and meet twice a year, the meeting was held at Markfield Community Centre</p>
<p>Leicestershire Link Survey</p>	<p>Roger filled in on behalf of the PPG, Ann/Roger gave short input on this.</p>

Walking for health	<p>The last group meeting was the first one that a problem has arisen at, one member of the group had to be taken back, one person found it difficult to keep up. John/Roger said that they did have some walkers who walked very fast.</p> <p>John has sent a photo of the group to Peter Wilson and it is now on the web site.</p> <p>The Ramblers association has now taken over the National Walking for Health organisation. The Ramblers will send a letter out to every member to ask if their details can be transferred.</p> <p>Well over 40 people attended the last walk, the most the group has had walking at one time is 52.</p> <p>3 walkers who joined the group have now become registered leaders, they are Julia and Paul Pittman and Christine .</p>
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NAPP Corkhill Award	Ann has put forward “The Walking for Health Group” for this award
Web site	Patient survey is now on the web site, Ann handed out the action plan as a result of the survey and asked if the group thought it was ok, all agreed.
<u>Any other business</u>	
Julia Pittmen	Ann has been asked to formalise the Practises association with the group Julia runs at the Institute.
Pre bookable appointments	Wendy gave two examples of complaints received personally from patients on the unavailability of pre bookable appointments. Highlighted the difficulties a 97 year old patient was having re nurse, advised to contact district nurse.
Elderly patients nurse	Eunice asked if this position was still in place, advised post was for one year only, Geth gave a short in put on this.
Well Women Clinic	
Routine appointment	Eunice asked a question on this and was advised to book in with one of the nurses.
Prescription on line	Roger said that the booking in system worked well. Roger said this worked well as long as patient remembers pass word.

Date & Time of the Next Meeting

Thursday 31st May 2012, 1900 hours at Heath Lane Surgery