

HEATH LANE SURGERY PATIENT PARTICIPATION GROUP

THURSDAY 25TH JULY 2013

Present

Ann Walsh, Roger Ellis, Eunice Ward, Hazel Thomasson, Ann Sowman, Geth Jenkins, Diane Lucking
Wendy Edwards.

Apologies

Margaret Stevens, Jackie Telford, John Brown, Stewart Watson.

New Members

Ann Myatt also attended the meeting as a guest to observe how the group works.

Alanah Lenten attended the meeting to assess becoming a junior member of the group.

Welcome

Roger opened the meeting and welcomed all. The meeting was the PPG's annual general meeting; the following were elected

- Chairman – Roger Ellis
- Vice Chairman – Margaret Stevens
- Secretary – Wendy Edwards

Ann thanked the group for all their hard work and offered all an invitation to a B&Q at Doctor Jenkins home address; date tbc.

Matters from last meeting

Prescription clerk: The surgery has not made a decision about employing a designated clerk.

Receptionists being trained on a new trial system with the Co-op pharmacy to minimise the number of scripts 'misaid'.

Ann explained the procedure; a discussion followed on the 48hr order / collection of prescriptions.

Blood pressure machine – problem occurred because of a wrong cuff on machine; this has been rectified

Disabled parking – 3 more spaces to be made available; last space will be a parent and baby space +/or disabled. This will be in the small bay on the right as one comes in to the surgery complex. Comment was made that the delivery van to the pharmacist blocks spaces so that other vehicles are unable to get in. Ann will speak to the pharmacist.

Hazel asked a question re PDF of the minutes before they go on to the web site; Jeanette will look into this with Hazel.

Ann asked if members received a complaint could they contact her straight away rather than waiting for the next meeting. This will allow her to deal with any issues in a timely and more efficient manner.

Eunice raised the TV programme where it was stated that Doctors surgeries would be opening Saturday mornings; Geth responded it could come sooner rather than later.

Walking for Health

Still going well; numbers down at the moment due to holidays, still averaging 25 walkers each group. Roger explained to new members what happens. Tuesdays walk got wet due to bad weather.

A talk has been given to the WI evening group resulting in 2 new members for the group.

Practice Updates

Ann updated members that EPS 2 (Electronic prescription service) starts autumn 2013. The system will transmit the patient's prescription to nominated pharmacist. Ann explained to the group how it will work. Roger asked how it is generated, Ann gave response. Ann Sowman asked if more than one pharmacist could be nominated. Ann Walsh will find out before next meeting. Practice & Pharmacists will contact patients via a leaflet to explain procedure.

Cessation of Extended Opening Hours

Geth said that funds had depleted so have had to stop extended hours. 15 appointments have been lost due to stopping the extended opening; Practice team looking at offering more appointments after 6pm and each doctor doing one late evening a week to accommodate the lost appointments.

Books on Prescription

Ann has been contacted by local library, Ann gave a short talk on this project to assist patients to access health-related books that may help them manage their health condition. Eunice said it had been advertised in Hinckley Times.

PPG Research Study

Ann gave a talk on this; researchers would like to conduct a short interview and to interview a PPG group, paying people interviewed with £10 voucher and the surgery would get £100. Group agreed and list of dates will be sent. Agreed the £100 will be spent on some PPG nominated item

New GP

The Practice has appointed a new salaried GP, Dr Sarah Holt, who has come from a practice at Syston, (is aware of numerous clinics in Leicester). She has a young family and will be doing six sessions a week, EACH Wednesday, Thursday and Friday.

Patients Speaking to GP's before 12 noon

Geth talked about duty doctor after 12 00hrs; patients are working around system and finding out which doctor is duty doctor. Some patients do not like speaking to just any doctor where as some are happy with the doctor they speak to.

Hazel asked if it is advertised who is duty doctor; Ann said no but the patient is advised who is duty doctor and asked if they want that doctor to ring back. Duty doctor model will be advertised on the web site (Jeanette to action).

Cancer Information leaflets

Ann explained that the leaflets aim to improve patient's awareness of cancer; all to look at e mail that Ann has sent out and respond to her in the next 2 weeks with which prefer.

Geth explained reasoning behind leaflets giving bowel tests as an example.

Breast screening: permission has been given to put machine in Wood Street Co-Op car park; not sure if this will be taken up by the Breast Screening department as they feel they get a good response based in Morrison's car park.

Care Quality Commission Materials

The practice has received materials to give out to patients.

Choosing Self-Management

Ann spoke on this re a course about self-management of patients conditions; there is a flyer available which will be put on the web site and in the reception areas in the surgery (Jeanette).

A O B

Diane Lucking advised the group that Stewart Watson would be standing down from the group; Roger asked her to pass on the groups thanks for his work. Roger will also send a letter of thanks.

Wendy raised the subject of letters sent out to patients re smoking.

Ann gave A & E avoidance patient information leaflets to members; members of group will display in various public places.

Date of next meeting Thursday 26th September 2013 7pm