

Meneage Street Surgery Patient Participation Group Minutes of Meeting 13 May 2013

Patient Members: Gary Anstee, Rod Barnes, Anne Cantillon, Carol Cookson, Elizabeth Davis, Daphne (Dee) Devenish, Nannette Eddy, Nicola Hale, Grace Hounsome, Karen Ivey, Chris Luff, Brian Plunkett, Julie Williams and Michael Wilson

Apologies: Janet Humphries, Daniel Browning

Surgery Staff: Linda Granger *Practice Manager and Partner (LG)*, Gill Dodson & Tanya Thomas

Facilitator: Linda Petzing (*Chair Stennack Surgery PPG (LP)*)

Introductions:

Linda Petzing, facilitator welcomed new and existing members.

Nominations/Appointment of Officers:

- Chair: Michael Wilson (who chaired the meeting from this point)
- Vice Chair: Anne Cantillon
- Minutes Secretary: Carol Cookson

Minutes of the Meeting held on 21st March 2013 were agreed and signed as a true record

Update on actions from previous meeting:-

Phone system

LG reported that new software was on order to enable Patients to pre-book appointments and request prescriptions. This will be available on the Surgery Website and in reception after it has been integrated into the current practice systems and a successful trial period.

- LG promised to keep the PPG informed of progress/update at next meeting

Inbound Call /footfall statistics

LG apologised for lack of provision, due to staff/work pressures. It was agreed to carry forward to the next meeting. LP suggested patients present could consider helping the practice with the exercise. The following members agreed to monitor footfall between 8 and 9.30am on the following dates:

| | |
|---|------------------|
| Monday 20th May | D Devenish |
| Wednesday 22nd May | E Davis [N Eddy] |
| Friday 24 th May | M Wilson |
| Tuesday 28 th May (Half term week) | M Wilson |
| Thursday 30 th May | E Davis |

- LG will extract phone stats for this period and present a précis factoring in the collated footfall information at the next meeting for full group discussion.

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Reception

LG outlined a design for a new reception desk area and invited patient feedback. This would open up the area, through removing a partition and increase natural light. It would also include a discrete confidentiality area. One member suggested a low level counter was included for wheelchair users. Patient positive feedback received, and plan to be progressed when funds permit. In the meantime to help with the privacy issue, flowers will be strategically placed on the desk.

- LG to update progress at next meeting

Ground Rules/Terms of Reference.

General group discussion and broad agreement to adopt previously circulated TOR, relating to Stennack Surgery PPG. LP (Chair of Stennack PPG) confirmed no objection to MW proposal and she would email copy for MSSPPG to adapt/adopt.

- LP email TOR to Group Chair via LG

AOB

Name badges were requested for members. These would be provided at the next meeting.

Members were asked to consider any other patient related surgery aspects for PPG consideration.

LP was also asked for suggestions the group could consider.

- A Day in the Life of a GP or Nurse article for a newsletter
- The life of a prescription. Members could read the Stennack newsletters for some ideas
- In light of A&E pressures: Improve awareness of the different access points to healthcare available to patients. For example, use of pharmacist for minor illness and improve confidence in taking self care options.

The next meeting will be on Monday 15th July 2013 at 6.30pm.

The meeting closed at 7.30pm.