

PATIENT PARTICIPATION GROUP

Wednesday 13th July 2011

Present: David Pratt (Chairperson) (DP) Apologies: Jessie Woodhouse
Louise Davis (LD) Frank Thomas
Angela Dickinson (AD)
Natasha Pennant (NP)
Ian Sadler (IS)
Wayne Sherwood (WS)
Brenda Stevenson (BS)
Alan Tiplady (AT)
Dr. V. Greenwell (VG)
Jay Hemmings (JH)

1. Welcome & Apologies

David opened the meeting and received apologies from Jessie Woodhouse and Frank Thomas

2. Minutes of meeting held on 8 June 2011

Were agreed as accurate.

3. Matters arising from the meeting

- i) DP would be attending the Pharmacy Review meeting in September.
- ii) VG – producing information leaflets was still ongoing.
- iii) LD – DNA's will report back at next meeting
- iv) Merger - A general discussion took place on possible sites available. A meeting of Planners and GP's was due to take place on the Friday.
- v) NP – D.E.S. Check D.E.S. for pharmacies and link to Practices

4. Waiting Room/ Reception Area

Waiting room/Reception & DP's letter to PCT. LD confirmed that she had received an e-mail from Jane Bouche of PCT confirming that they are looking favourably at

our request. A meeting has been arranged for the 29 July at 2.30pm to see the problems and to discuss. IS & AT to attend.

Complaints from staff – desk & reception height.

5. 'Rules'

Staff had been asked to complete a questionnaire on ideas and LD read out the Responses.

Pharmacies – different number to call re: queries on prescriptions

Appointments

a) WS – to reduce calls patient told that if they had heard nothing within ? days then everything was OK.

A discussion took place about the pro's and con's of this suggestion. LD confirmed that if there was a problem then the patient was contacted and asked to contact the Practice for an appointment for a telephone consultation or to see a Doctor. It was recommended that if the patient wanted to know the results then they should phone the Practice between 2.00 and 4.00pm.

b) LD – will call Pharmacies for feedback on suggestion that they call into the Practice for repeat prescriptions in pm. To bear in mind – that other practices must have the same problem.

c) Systmonline – when new patient registers to encourage them to sign up to.

d) E-mail reminder for appointments – not as yet but will be a thing in the future.

e) Nurse appointment – not available on Systmonline due to complexity of appointment e.g. dressings, pre-natal, blood tests. However LD will look into 'tweaking' and to use for flu-jabs (which would be a good test).

f) NP – for new patients who sign up for Systmonline to be entered into a draw for a Christmas hamper.

Comment – what about those who have already signed up?

6. Smartwater

IS explained what 'Smartwater' is and that it a good deterrant for thieves. Something to bear in mind for all personally as well as for the Practice for when staff make home visits and can carry equipment, drugs etc.

7. Waste Medicines

LD explained to the group about a stamp (being used by one pharmacy) that would be placed on the repeat prescription where the patient was asked to confirm how many items they had ordered and to sign the form. LD felt very strongly that if people had to sign a form then they would think twice on what they were ordering and it would also remove blame from the Pharmacy. It was decided that a letter should be sent to Principia to issue stamps to each Practice.

DP to raise at Chair's meeting on 14 July 2011

LD to raise at Patient Reference Group on 14 July 2011.

8. Any other business

IS – Brought to the groups attention that in the NUH news there were maps for both the Q.M.C. and the City hospitals that were very good. It was noted that these maps are also on their respective web-sites.

JH – Well person checks. LD confirmed that these were not done due to time and staff availability. However regular checks are carried out for patients with chronic conditions.

AGM – Any ideas for constitution please e-mail to AT/WS. Draft to August Meeting

AT voted as Chair for August meeting (DP on holiday).

9. The meeting was then closed

Date of Next meeting Wednesday 10 August 2011 2.15 for 2.30pm