

Patient Participation Group Meeting

Thursday 27th February 2014

Minutes

Present

Dr Lesley Foskett, Lynne Tomlinson, Emma Stone, Sheila Mellor, Glenys Tucker, Paul Mason and Janet Wain.

Apologies

Rebecca Greenwood

1. Minutes of the last meeting

The minutes of the last meeting were reviewed.

2. New Chair

Rebecca Greenwood had sent her apologies and could not attend the meeting. Unfortunately, due to work commitments and time constraints, she advised the PPG she could no longer stand as Chair.

Lynne asked if any other members would take on the role of Chair. Janet volunteered to fill the vacancy and Emma accepted the position of Group Minute Secretary. (Glenys proposed, Paul seconded.)

3. New Members

Emma advised we had 2 additional members joining the PPG. Janet to e-mail the minutes and the date of the next meeting to these new members.

4. Villager Advertisement

Thanks were extended to Glenys – a good job well done !
It was suggested that we might enlarge a copy of the advert in the “Villager” and place on the Reception Desk for all to see.

5. Patient Survey

a) Review of previous years Action Plan – Prescription Changes

- to raise awareness of ways in which repeat prescriptions may be ordered and in particular, promote awareness of ordering via the Practice website.
- repeat prescriptions review (including synchronisation of medications).

The above objectives have been completed.

b) Results of Cardiovascular Survey 2013/14

This year an invitation for a Cardiovascular Health Check was offered to our patients.

The selection was made by the computer and a total of 69 people took part in the survey.

We were presented with the results and 68 out of 69 found the health check beneficial and would recommend it to family and friends.

Our findings were: if the patients accepted the invitation and came to surgery for the CVD check, they seemed to like the service.

Emma to find out what percentage of the patients offered the service actually took it up.

The main focus is to advertise the service and encourage the patients to come.

Action Plan

- to continue to provide the CVD Health check in the same way
- to encourage non attendees
- to ensure that the CVD non-responder code is updated on the patient's record

c) Next Year's Survey – National Survey – Family & Friends

6. Dr Noble's Retirement - 31st March 2014

We were informed of Dr Noble's up and coming retirement at the end of next month and there is going to be a Journal located on the Reception desk for patients and friends to write a message. Also, any personal gifts and cards should be handed into Reception and will be passed to Dr Noble on a daily basis, prior to him retiring.

Dr Walker will become the Senior Partner at the Practice and Dr Magowan will become a partner in August.

7. Phlebotomy (Blood Test Service)

This service will be opening shortly in the Old Fire Station at Heanor, Monday to Friday – 7.30am to 12.30pm.

8. Any other business

It was pointed out that it was rather difficult to ring the Surgery at 8am in the morning and on one occasion, waited over an hour and a quarter 'to get through' to Reception. Dr Foskett encouraged non urgent calls to be made later in the day and also talked about a new facility where patients will be

able to choose their appointment online via the Kelvingrove website. This should free up the phone line to some extent.

9. Next Meeting

The next meeting will be held on Thursday 22nd May 2014 – 5.30pm at Kelvingrove Medical Centre.