

ELMSWOOD HEALTH CENTRE

PATIENT PARTICIPATION GROUP MEETING

Friday 9th March 2012, 2-3pm

Present:

Karen Archer, Tim Bell, Jean Fisher, Malcolm Fisher, Helen Greig, Jim Greig, John Hackett (Chair), Irfan Malik, Natalie, Amanda Roberts, Brenda Stephenson, Val Sullivan, Ian Trimble.

Apologies: Mary Simpson, Pam Ward

Minutes:

1. Publicity: table in the surgery on Monday 20th February, 8.30-11.30

The surgery was very busy. Brenda Stephenson, John Hackett, Dave Groom and Amanda Roberts manned the table. We had a notice on the electronic board and Dave did a leaflet. We got a total of 6 people for our virtual group. (2 postal only and 4 emails). It was agreed that patients had the chance to interact, and if they did not do so, that was their choice. We will repeat the exercise in six months time, on a different morning.

2. Current patient survey and action points

Overall the group felt that the questionnaire results were justifiably good.

In particular the following aspects were discussed:

Telephone access: the size of the surgery does impact on this (Danish theorem which indicates that as the size of the population served increases, the numbers required to serve increase disproportionately).

- It would be useful to still keep the message short, but have some indication of the number in the queue in front of the caller.
- The possibility of having more lines for busy times (have 8 of which 2 remain outgoing only).

Waiting room:

- More comfortable chairs
- The inner entrance door to shut (landlord problem)
- Water fountain
- Radio louder
- Magazines

Seeing the doctor of choice

Ian explained that different groups of patients have different requirements. Some with multiple comorbidities want to see the same doctor and some are culturally programmed to expect to see the doctor immediately.

Return appointments

The inability to always be able to book return appointments indicated as required by the doctor will be re-examined by the doctors. How do non returners get monitored? They should not always be assumed to be better.

3. Any other business:

- PGG members: attendees were asked to fill in an equalities form. In order to reach out to more patients (unless they had done it last meeting)
- The website booking button has only been working through the repeat prescription request.
- Referral letter – patients should be given a piece of paper explaining the choose and book response will be with them within 2 weeks, and so they should let the surgery know if this has not happened.
- Review dates on repeat prescriptions are the date which prompts the doctor to review the use of the medications and take off those which have not been used for 12 months.
- Electronic prescriptions might save patients time for one off prescriptions

Next Meetings: (Health Education Room, 1st Floor, Elmswood Surgery)

- Wednesday 4th April 6.30-7.30pm when we hope Dr Trimble will be able to help us revisit our mental health discussions.
- Friday 11th May 2-3pm
- Wednesday 6th June 6.30-7.30pm

Minutes taken by: Amanda Roberts