

Wye Surgery
Minutes of Patient Participation Group Meeting
Tuesday 14th June 2011

Present Chairperson – Mr A Billington **Action**
Dr N Di Biasio – Partner
Mrs J Shepherd – Practice Manager
Mrs Helen Goodman – Administrator/Minute Taker
Mrs Dorothy Chambers
Mrs Janet Bayne
Mrs Biddy Petersen
Mrs Enid Gould
Mrs Pat Fletcher
Dr John Fletcher
Mr Don Thake

Apologise : Maureen Nicklin, Valerie Perez and Pat Thake

1) **Minutes of Last Meeting** – These had been circulated before the meeting and were agreed. Two ‘typo’s’ needed correcting, Helen to do.

2) **Matters Arising:** Several matters arising from last times meeting.

Dr Crawley had attended the last Neighbourhood watch meeting and spoken about his fundraising efforts for a Hospice in India, all of the group were very moved by his story and agreed to help in what ever way they can.

Mr Fletcher brought up the new telephone system and the fact that for some patients a 0844 number can be a premium rate. Jo Shepherd explained that with so many providers it is difficult to get a number that no one would have to pay for. In the surgeries letter to patients available at reception it does state that there may be a cost for some patients. Mr Fletcher then stated that the DOH is discouraging the use of 0844 numbers and to change to 0845 numbers. Jo informed the group that the latest guidance form the DOH gives practices free rein over which provider they use and numbers as long as it is not being used to generate funds, which we are not.

Mr Fletcher then asked that if the Surgery are not making a gain from it why was there a need to change the number in the first place. Jo explained that by moving to a whole new system with a new supplier which gave the surgery much more flexibility with the services we could provide and the functions available, the changing of number was the only stumbling block. Mr Thake said that he had in fact used the new system and found it very efficient and had managed to make an appointment in less than 90seconds. It had been noted that the voice was a little coy and Jo informed the group that she was looking at the possibility of having it changed.

Mrs Bayne said that although she had not used the system several people in the village had informed her that there were a lot of choices to be made, she was informed that there are only three choices to be made and this negated the need for the surgery to have several different numbers for results, ect. It was suggested that the message on the system may be changed to include letting patients how many choices they will be give, Jo said this could easily be done. It was also suggested that the message on the old phone number could be altered to notify patients that the new number is a lost cost number, this can also be done. Jo will also contact Phillip Hay from the Parish Council and get a small piece put in there, Mrs Bayne said that the new system had been the talk of the village and most of the group felt that once teething problems had been ironed out all would benefit from the improved service. Jo expressed disappointment that we had not had a PPG in the run up to the changing of the system as she felt that consultation with them and there ability to filter information through to the community would have been an asset.

J.S

3) **Surgery Wish List**

At the last meeting the group requested a 'Wish List' from the Surgery, this has been drawn up and discussed :

Surgery Doors – it had been requested that the new doors be made easier to open, surgery staff said they found it very difficult watching some of the older more infirm patients struggling with the doors. Jo informed the group that the doors had now had a plate removed which moves they open both ways, as the spring loosen up they are becoming easier to move. Mrs Gould said that a wish from the patients would be that some thing could be done about the inner door, it is apparently not possible to get a wheel chair through one door alone and very difficult to get both doors open if you are trying to move a wheelchair or pushchair. Jo said that they surgery would look at getting some ideas as to what could be done.

J.S

Camera - the nursing team have request a camera from which images can be uploaded onto patients notes, this would be used in particular for the care of ulcers and wounds.

New Toy box and Toys – some new toys and toy boxes requested for the reception area and the Nurse Practitioners consulting room.

BP Machines – BP machines often get returned either broken or incomplete, on was recently returned with one of the leads missing, this had to be replaced with a cost of £120 to the surgery. It was suggested that a small discretional deposit is sought from patients of £20 to ensure the machine is returned in good order. It was agreed that this would be put in to effect immediately.

J.S

Notice Boards – A request from the PPG was for a Health Aware notice board, Jo explained that we realise we are short of notice board space and that the Life Channel TV was being removed from the Surgery on 15th June another notice board will be put up. It was suggested that the boards are titled i.e. PPG, health issues, community notices, Helen will look at doing this. Some editorial requirements will need to be followed **H.G**

2nd Jayex board – the possibility of having a 2nd Jayex board in reception, display Health care issue was discussed, Jo to speak to the partners. **J.S**

4) **Service Level Agreement** – Jo gave the group an over view of the service Level Agreement explaining that it is the contract between the PCT and the Surgery and our commitment to a Patient Participation Group, along with the requirements from them. It was agreed that the shortened version that Helen had drawn up for the partners would be circulated with the minutes. **H.G**

5) **Patient Questionnaires** – as part of the service level agreement the Surgery need to compile a Patient Questionnaire, whilst the surgery have done this for several years we now have the opportunity to design one more specific to us and our patients needs. Helen requested that a sub committee of four members could meet with her and Jo to take this forward. Members felt they would be happy to commit to this once they had seen the Service level agreement.

6) **Extended opening Hours** – Jo informed the group that with effect from August 2011 the surgery will be offering appointments up to 7pm on Monday to Thursday nights, it is hoped that this will assist patients who work during the day. This is a positive action the partners have taken following patients unhappiness at the previous Service Level Agreement being disbanded when it seem to work so well. Mr Thake thanked the surgery for the positive move and felt that the patients would be very pleased.

7) **Surgery Carpets** – Jo asked the group if anyone had any suggestions about the surgery carpet, she explained that the Partners had invested a great deal of money in the carpet several years ago but that it was now looking very sorry for its self. One suggestion was for boot brushes to be put outside the main doors, which all thought was a good idea and Jo will look into. Helen asked how the group felt patients would react to being asked to take off muddy boots especially during the bad weather like we experienced last year, the group could not see a problem with this and we will try it the next time the weather is very bad.

8) **Neighbourhood watch meeting.** – Mr Thake explained that at the last NWM there had been much discussion about how the group could interact and help with the PPG. One excellent idea was to man a stall at the Farmers Market advertising both the PPG and various health issues, Mr Thake and Mr Harinath had volunteered to man

the stall on 2nd July and Mrs Gould and Mrs Bayne will do the same on the 16th both will be able to report back at the next meeting. Mr Thake and team will liaise with Helen in order to get relevant leaflets and also PPG sign up sheets should they be able to recruit new members from other demographic group's i.e. younger patients/parents. Mr Thake also handed out a copy of a letter about local maternity services that he had obtained from a virtual group he belongs to. Helen will send a copy worth the minutes also.

H.G

- 9) **Any other business –**
Car Parking – Mrs Peterson expressed concern about the difficulty in parking sometimes and asked if there was anything the Surgery could do about it. Dr Di Biasio explained that the Surgery did in fact own the piece of land behind the surgery and we had applied for planning permission to extend the car parks which had been granted, however initial costing had exceeded £100,000 and it was therefore abandoned as felt the money should be spent on patient care. This was agreed by all present. Mrs Gould suggested the possibility of a lottery fund as offered to explore this option for the group. Dr Di Biasio agreed that this may be an option and thanked her for the suggestion, Dr Di Biasio informed the group that all PCT funding for surgery development had been frozen.
- 10) **Date of next meeting** – Tuesday 26th July 2011 @ 6pm.