

Patient Participation Group Meeting

Thursday 16th October 2014

Minutes

Present

Janet Wain, Christine Woodcock, Freda Price, Paul Mason, Emma Stone, Tony Wardle, Sheila Mellors, Lynne Tomlinson, Dr Alan Walker

Apologies

Dr Lesley Foskett, Glenys Tucker

1. Minutes of the Last Meeting

The minutes of the last meeting were reviewed

2. Matters Arising

Dr Walker fed back to the group on the Practice's stance regarding Heanor Hospital – the Practice is in support of the CCG's proposal.

Saturday opening – Feedback from Dr Walker - unfortunately the Practice does not have the capacity to open on Saturdays at the moment.

3. Topics for a Patient Survey

Following the recent Flu clinics held at the surgery, members of the PPG thought it would be a good topic for the next patient survey, to gain patient insight on the whole experience.

Lynne and Emma will put together the questions and email them out to the group for feedback before making the questionnaire public.

A member would like 50 questionnaires to take to the over 50's group - to be given out to Kelvingrove Medical Centre Patients.

4. Engaging New Members

The PPG are keen to engage new members of all ages, various suggestions were made in terms of targeting schools, 6th Formers and College students. General consensus was that it may prove difficult to encourage the younger age groups to physically attend a meeting.

Emma suggested that the surgery having a Facebook page may encourage the younger age groups to become more involved.

It was decided to advertise again via the Practice Website, patient newsletter and posters to encourage new members and perhaps advertising again in the Villager.

5. Joint PPG Meeting 15TH October 2014

Two members attended the Joint PPG meeting on behalf of the Kelvingrove PPG.

The Speakers at the meeting were Helen Jones from the CCG to talk about Heanor Memorial Hospital, Rebecca Tom's from Derbyshire County Council to talk about Florence Shipley Community Care Centre. John O'Brien and Ruth Hudson from Hearing Help Derbyshire.

Helen updated the group with some of the draft outcomes following the consultation period, which included the services that will be within the new Heanor Hospital i.e. Physiotherapy, all the services that are currently held at Heanor Health Centre, and consultant led outpatient clinics. There will be no inpatient beds or a Minor Injuries unit. Plans for Heanor Hospital may be available to view by the end of 2014.

Rebecca updated the group on the Florence Community Care Centre development. The building is due to be completed at the end of January 2015/early February 2015, with the centre up and running as a fully functioning building 6-8 weeks later. The centre will have 32 beds split as 16 long term residential beds, 8 respite beds and 8 Rehab beds. There will also be a Bistro and Hair dressing Salon on site available to the public.

There is limited parking and quite narrow access to the centre. Hand outs were given to the joint group of the plans and detailed information about the centre. Copies of which were given to the Kelvingrove PPG members.

Hearing Help put together a brief presentation of the services and products they provide. A leaf was also given out to the Joint group again copies of which were handed out to the Kelvingrove PPG members.

6. Friends and Family Implementation

Lynne discussed the Friends and Family test that is to be implemented on the 1st December 2014 and will be ongoing. The purpose of the test is to establish if patients are happy with the service they receive from their GP surgery and if they would recommend the surgery to their friends and family. Results will be available on a monthly basis.

7. Any Other Business

A member of the group recently collected a prescription from one of the local chemists; an information leaflet was given out with the prescription, unfortunately the leaflet was in very small text and very difficult – Kelvingrove will feed this back to the chemist.

A member attended the open house workshop in Leicester in June and distributed a printout, which detailed the questions and answers from the day.

Dr Walker discussed the Electronic prescribing service which the Practice will be starting from 27th November 2014 and the feedback from the group was positive.

A member of the group mentioned that there can be an issue of an item missing from a prescription if the repeat slip runs on to two pages and on the second page there is only one item. This will be fed back to the reception team to ensure all prescription requests are fully checked.

8. Date of next meeting

Thursday 12th February 2015 – 4.30pm at Kelvingrove Medical Centre

Actions from the meeting

- Lynne/Emma to put together the questions for the patient survey and email them to the group prior to the questionnaire going live.
- 50 copies of the questionnaire to be given to the group member to take to the over 50's group and distributed to Kelvingrove Medical Centre patients.
- Produce posters, advertise on the Website etc. to try and engage more members
- Feedback to reception regarding prescription issue.
- Feed back to local chemist re information leaflet.

Thank you to everyone who attended and apologies received. We look forward to seeing you all at the next PPG meeting on 12th February 2015 at 4.30pm at the Kelvingrove Medical Centre.