

Patient Participation Group Meeting

Thursday 7th August 2014

Minutes

Present

Janet Wain, Christine Woodcock, Freda Price, Paul Mason, Emma Stone, Tony Wardle, John Charlton, Lynne Tomlinson

Apologies

Dr Lesley Foskett, Glenys Tucker

1. Minutes of the Last Meeting

The minutes of the last meeting were reviewed

2. Welcome New Members

Janet welcomed a new member to the group, John.

3. Matters Arising

Lynne gave a summary of how General Practice is funded.

Practice stance re: Heanor Memorial Hospital - Dr Foskett to discuss at the next meeting

4. Antibiotics Questionnaire

Since the last meeting the surgery gave out 200 Antibiotics Questionnaires to patients and 196 were returned, which is an excellent response. The results were collated and presented to the group by Lynne and Emma. The results and action points will be publicised on the Practice website, in the waiting rooms and in the next Practice newsletter.

5. NHS England Patient and information directorate open house day - 17th June 2014

Paul attended on behalf of the group, although had some difficulty initially in booking a place. Attendees were split into groups and each group posed questions which were answered electronically. Paul felt it was a bit of a PR exercise, although feedback was positive.

Paul produced and distributed within the group a hand-out of his notes. He was currently awaiting an email from the event which detailed all the questions and answers from the day.

Since the meeting Paul has received the email and it has been forwarded on to all the PPG members.

6. Joint PPG Meeting – Park Surgery

Tony attended the meeting on behalf of the group, he felt slightly isolated due to most of the attendee's being from the Park Surgery itself.

More Kelvingrove PPG members have agreed to attend the next meeting (Wednesday 15th October 7pm at the Park Surgery) and will feedback at the next Kelvingrove PPG meeting on Thursday 16th October 4:30pm).

The meeting was attended by Claire Haynes from the CCG, to discuss Heanor Hospital. Debbie Bostock and Sue Wright from the medicines management team also attended to discuss wasted Medicines. Nationally there is £300,000,000 worth of wasted medicines.

7. Heanor Health Services

The CCG are currently running consultation days for everyone to attend to discuss the Health services of Heanor. Hand-outs were given detailing the dates. A copy of the information booklet was also passed around the group. It was clarified that it was not just about Heanor Hospital but about the Health services of Heanor as a whole.

8. Survey/feedback

Lynne asked if the members of the PPG could go away and have a think about topics for further patient surveys.

Discussions took place regarding how the Practice could engage new members to the group such as younger patients, carers, etc and obtain feedback from these groups.

9. Extended Hours

Lynne informed the group that from the 1st September 2014 the Surgery will be open from 8am-8pm every Tuesday; this will include the GP's and the Health Care Assistant.

Christine asked about the possibility of the Surgery opening on a Saturday morning. Lynne to discuss with Dr Foskett.

10. Date of next meeting

Thursday 16th October 2014 – 4.30pm at Kelvingrove Medical Centre

Actions from the meeting

- Dr Foskett to feedback on the Practices stance regarding Heanor Hospital
- Members to think about topics for patient surveys - any priorities that they would like the Practice to look at/potential for improvements.
- Members to think about how we can engage new members
- Discuss the Joint PPG meeting – 15th October 2014.
- Lynne to discuss with Dr Foskett re: member enquiry in respect of Sat am opening.

Thank you to everyone who attended and apologies received. We look forward to seeing you all at the next Joint PPG meeting on 15th October 7pm at the Park Surgery and also at the Kelvingrove meeting on 16th October 4:30pm.