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Patient Participation Meeting 2013-2014

Place: Pendeford Health Centre

Date: 05.03.14 & 26.03.14 Time: 5.00.pm

Chairman Mr Frank Gilbert
Sharon Harris Sandra Hawkes
Pamela Fackerell Ray Fackerell
Marion Eckett Sue Dhanda

Apologies Melvin Brown Desmond Halestrap

Minutes

- Welcome and introduction of members
- Update for Reception window and patient booking in system and jayex board
Sharon Harris updated members that the window had been replaced at Pendeford reception and that a vast improvement had been made. Both staff and patients were happy with the glass at reception. Regarding the booking in system and jayex board, work was in progress to fit electrical points at Pendeford reception and the system had been ordered awaiting to be completed. The patient group commended the staff for the hard work in putting the change in place.
- Review of practice questionnaire results
Overall the standard of the comments on the questionnaire was 100% in praise for the surgery, doctors, nurse and reception staff. There was a request for weekend appointments to be run by the surgery; this has been in place for over five years. Sharon Harris suggested that we would have to re-advertise this service as the notices after time blend in with other

adverts. A suggestion was to send out texts to inform patients, put another notice on the prescriptions and we can print a message on the jayex board and put new notices up in the surgeries.

- Suggestions for improvements for next year in conjunction with the practice questionnaire results

It was commented that it was hard to make improvements on a service that the patients were happy with.

After a discussion it was requested that patients would like a full 10 minute appointment to be able to raise all their concerns at the same time, sometimes when you get older, you come away and forget what was discussed. Sandra Hawkes commented that if you need to discuss a lot of problems it is advisable to book a double appointment. Mostly clinics run behind because the Doctor takes more than enough time listening to concerns.

A lady doctor had been requested as a comment on the questionnaire. At the present time we do not have a vacancy for another GP. Sharon Harris said that we do have a practice nurse and lots sympathetic reception staff who patients can talk to and we do chaperone doctors for every personal medical examination

It was suggested by Marion Eckett that we advertise the names for patient group representatives in case a patient wanted to raise a concern but not happy to come to the meeting or approach the practice. This was supported by the group but not to advertise personal telephone numbers. This could be given by the staff by request if needed.

- Any other business

A notice was presented to the group to advertise for more patients to attend the group; the dates were arranged for the next years meetings as follows:

- Ashfield Surgery July 2nd at 5.00 pm
- Pendeford Health Centre October 1st at 5.00 pm
- Ashfield Surgery January 7th 2015 at 5.00 pm
- Pendeford Health Centre March 4th 2015 at 5.00 pm

Next meeting will be Ashfield Surgery July 2nd at 5.00 pm