

PATIENT PARTICIPATION GROUP

MAY LANE SURGERY

Minutes of a Meeting held on the 26 July 2012 at 11am

(These Minutes are taken by HB as WP, Secretary, was called away)

Members Present: George Way – Chairman
JK
LC
BR
JG
Chris Osgood
HB

In attendance: Jerry Steeden – Practice Manager
Dr. Opher
Dr. Yerberugh

Apologies: Lucy Fullard. WP

Minutes of the last Meeting were read and approved.

Chris Osgood had approached Jerry Steeden with regard to the statistics on the questionnaire and has been sorted out.

The new telephone system is being progressed. There is to be a meeting in September to select which system to use.

The question came up about Triage. This is apparently only in use in the Acorn surgery.

Reference the telephone prescription service – this is hoped to be sorted out when the new telephone system is up and running.

The May Lane Website. RF to be contacted if any problems arise.

The Ambulance Service is to be moved to The Vale Hospital.

Details of the 'Good Neighbour' system to be placed in the Surgery Newsletter and Reception will give out telephone number if required.

Page 2

Item for the Church Magazine is being progressed by JG. She will write an article and let us have a copy.

JK brought up the subject of being released from hospital without follow up care. This was discussed with Dr Opher and it was agreed that In JK's case this was badly done. Dr. Opher to refer this problem back to Gloucester Hospital. It was also suggested that a note should go into the Newsletter that if anyone has this problem to contact the surgery.

LC brought to the attention of the meeting about pancreatic cancer and the information about a 15 year old American boy, who had come up with a cheap way of using a 'dipstick' test which could cut prognosis by 2 years. Dr Opher stated that the surgery could do nothing itself as everything has to go through NICE and this would take time but encouraged LC to start processing this with NICE herself. It was then decided that the PPG would back LC in this matter.

Dr Yerburgh entered the Meeting and Dr Opher exited same.

WP to be asked to let members have a copy of the leaflet that is to go into the doctors' surgeries as only a couple of members had a copy.

ANY OTHER BUSINESS

It was asked if there was any testing for Diabetes Type 2 being carried out in the surgeries. Dr Yerburgh said not as such as other agencies such as Pharmacies carry this out. This to be clarified.

Chris Osgood asked again about the waiting time for appointments in the Surgery. Dr Yerburgh this was a perennial problem and not easily solved. Acorn Practice has extended its time to 15 minutes per session but was not sure about Walnut Practice.

Chris Osgood asked if a talking newspaper could be placed on the tickertape service, He will follow this up.

HB asked if plaques could be placed in the Reception area showing which way to Acorn or Walnut surgeries. This to be discussed.

Jerry Steeden stated that we should have a follow up of the Questionnaire and asked members to think about what more precise questions should be asked and that we should start thinking about this in November/December as the last questionnaire was done in a hurry and involved a lot more work.

Meeting closed 12.15pm.

NEXT MEETING: 03 September 2012 at 7pm