

PATIENT PARTICIPATION GROUP

MAY LANE SURGERY

Minutes of a Meeting held on the 18th February 2013 at 19.00hrs

Members Present: Chris Osgood - Sec.
HA
SB
HB
LC
JG
LG
SH
DT
Dr Tom Yerburgh

Apologies: Dr Simon Opher
MH

In the absence of both the Chair and Vice-Chair the Secretary took the Chair and the meeting opened at 19.05

Review of Actions

A4 Flyer

JG offered to design a folded A4 flyer with a section to be filled in and returned by potential members.

Action JG Completed

TY was to check whether or not email addresses were held in the patient record
TY reported that email addresses were not recorded within patient records and that it was likely the practices would be using text messaging rather than emails.

Action TY Completed

Action SO – Why do people come to Reception rather than using the phone?

Given the automated check-in, Patients only come to Reception with “problem” issues which generally take longer to resolve. Examples might be complex prescriptions or making appointments for minor surgery where both a GP and a nurse are needed. Given the complicated nature of this analysis it was agreed that we would not expect a result until April.

Action SO Continues

Virtual PPG

There ensued some discussion of Facebook and the website CO had created and it was agreed that a link to it should be placed in the Surgery site.

(NB Checked website and link has been added, Sec)

Action JS Completed

CO suggested that all those who had Facebook accounts should become “friends” of the Surgery page, tell their friends about it and ensure that they “like” it.

Action All Partially Completed

PPG Leaflet

It was agreed that when the minor changes had been completed, the leaflet should be emailed to JS who would print them.

JG had made excellent progress with the leaflet and agreed to meet with JS to arrange printing and agree the size of the print run.

Action JG,JS

Logos & Poetry on the Website

It had been agreed that some of the May Lane Poetry should be used on the website – SO to provide a book and CD for CO. Further, it was decided that the Jigsaw logo on the leaflet should be the logo for the PPG on Facebook and the website.

Logo changes completed but poetry book awaited.

Action SO,CO

Late Appointments

JS reported that he had asked their computer manager what reports were available – results were awaited. TY agreed to discuss the issue with JS,SO and the computer manager but warned that with a recent new computer system and much report generation for the “Quality & Outcomes Framework” it was unlikely that the computer manager would have time to work on this problem before April.

Continuing action from TY,JS and SO

Patient Satisfaction Survey

It was suggested that we might put the survey forms on Facebook and the web as well, though we wouldn't expect a big response this year.

Instead of putting forms to be printed on the web, CO provided the possibility of taking the Survey on-line via the website

Action CO Completed

After some discussion it was decided that the survey should be carried out in the week beginning on 4th February with two PPG members encouraging patients to fill in survey forms. After the meeting a Rota form was designed and members present filled in the times they could attend. Filling the Rota slots would be an activity for the Secretary. Note that if we haven't got enough forms by the end of the week it may be necessary to extend into the following week

Action CO Completed

The Surgery has some interested Rednock students who may be able to handle the data entry, transferring from the forms into a spreadsheet. JS will arrange a meeting with CO to discuss how this might be done.

Action JS, CO Completed

“Do Not Resuscitate” Policy

Needs a meeting with Acorn to discuss protocols.

TY reported that discussions had taken place and that the two practices both used the same code in patient records. **Continuing ACTION_SO Completed**

Meeting with Gloucestershire Link

SO felt that there might be value in setting a more local meeting which could be held in the new hospital. He considered that the PPGs would be a good resource for sounding out proposals for new services, being generated by the local Commissioning Group, of which he is the Chair. A meeting of the Commissioning Group was scheduled for the following day and SO offered to raise this and to report back.

TY reported that SO had raised the issue but that our PPG is rather further advanced than most in the area so that a meeting would not be useful currently.

Action SO Completed

A.O.B

Acorn Website and Internet Booking

LC had been asked, whilst assisting with the survey, the whereabouts of the Acorn site and had discovered that its location was not in the handbook

HB has discovered, again whilst assisting with the survey, that Acorn patients could not use the excellent “on-line” appointment booking facility. TY suggested that it might be possible but that there were severe technical problems, arising from the manner in which the two practices shared the same database.

Promotional Photography

SH offered her partner’s photographic skills, should they be needed in preparing promotional material. It was agreed that members would think about possible applications. **Action All**

Hospital Pre-Admission Infection Tests – Self Test Kits

CO noted that all hospitals require a test to check for MRSA and Cdiff prior to any in-patient admissions, and that it was not possible to get the tests done at the Surgery. This implied a trip to the hospital for the five minute job of taking the samples required for analysis which seemed ridiculous.

TY explained that the funding for the tests was bundled with the rest of the treatment carried out by the hospital and there was no mechanism for paying for the work. There is also a complex problem of infection control if patients are found to be positive. However, there is an alternative in that there are self-test kits available from the hospitals if requested.

Queues at Reception

JG and HB had both recently experienced long queues at Reception – TY offered to raise it at the Practice meeting on the following day. **Action TY**

Jake Andraka's Dip Test for Diagnosing Pancreatic Cancer

LC gave us the update below:

“This young man has devised a dip test that is reported to be very cheap, very quick and very accurate. I had asked at a past meeting if the Practice could support it in any way – it was suggested I make a private submission to N.I.C.E. with the backing of the PPG. N.I.C.E. will not accept a submission until there is a manufacturer/owner. I had contacted the Patent Lawyer 6 months ago and contacted her again a few weeks ago. She rang me at my home to explain that it will take at least a year to go through the American regulations before anything else can be put in place. I will make a note to make contact again in one year.”

There being no more business the meeting closed at 20.10hrs.

Date of Next Meeting

The next meeting will be on **Wednesday 20th March 2013 at 11.00hrs**

Meeting Schedule

Wed	09/01/13	at 11.00	Mon	18/02/13	at 19.00	Thur	04/04/13	at 11.00
Mon	13/05/13	at 19.00	Thur	27/06/13	at 11.00	Mon	05/08/13	at 19.00
Thur	19/09/13	at 11.00	Mon	28/10/13	at 19.00	Thur	12/12/13	at 11.00

+ Wednesday 20th March 2013

CO22/02/2013