

PATIENT PARTICIPATION GROUP

MAY LANE SURGERY

Minutes of a Meeting held on the 14 November 2013 at 11.am

Members Present: GW – Chairman
HB
LC
SH
HA

New Members: RM
JH
MB

In attendance Jerry Steeden
Dr Simon Opher

Apologies: CO. MH. SB. JG.
Dr T Yerburgh.

The Chairman welcomed the new members to the Committee.

MATTERS ARISING from Minutes of 16th September 2013.

Reducing Waiting Times at Reception.

JS produced an Audit showing various breakdowns of the Reception desk duties. A surprise was the 13% drop in the section for collecting prescriptions. Queues have also dropped slightly since Uley patients transferred to another practice, but there is still some queue build-up with Monday mornings being the worst. JS says this is in the process of being dealt with as extra staff from the back office is being brought out to deal with it.

Advertising Poster

This is still pending as we need to have all members together. TBA

Late appointments

This was again discussed with nothing further to report and is being monitored. Doctors telephone appointments still ongoing as is the 'Doctors Question Services'.

It was pointed out that nobody had seen a tickertape message regarding Doctors not being available for appointments. JS to investigate.

New Telephone system

This appears to be working well and most people like Jerry's voice.

There is still some disparity between Walnut and Acorn surgeries' waiting times. JS is looking in to future trends.

NAPP Internet booking system was discussed at length and LC is waiting for further information, To be discussed later.

Virtual PPG,

We have received a good response to this service.

Hearing Aid Batteries

MB asked about these batteries being obtained from the Surgery. It was stated that batteries can be obtained from The Vale or by post from Gloucester Hospital. It was suggested that the information regarding these services be placed on our website and CO to ask DT to update our website and also put in place the new telephone numbers.

Shingles Vaccinations

Questions were raised about the future of these vaccinations. SO stated that this was still in its infancy and apart from being somewhat scarce as well as the expense, it was not known when the next batch was available or to whom.

Cellulitis

This was incorrectly reported on as Sinusitis in the last minutes. SO said that there was no such preventative treatment at this time but people should see their doctor if they have any problems as soon as they are aware of them.

ANY OTHER BUSINESS

HB brought up the subject of future evening sessions of the PPG as it seemed that not many people came to this meeting and the fact the JS was not available in the evenings for questions to be answered. It was discussed and agreed that the next meeting on January 6th at 7pm go ahead and a decision be made then.

Leaflets in the Surgery to be updated – CO to be informed,

JS reported on an article in the local paper referring to “Message in a Bottle”. This is a scheme where bottles are issued from the Surgery (with form) for those people who are on their own and need emergency care. Information is placed inside this bottle and left in a refrigerator enabling Paramedics/Doctors to assist with medical information. This doesn't have to be for single people but could also assist carers etc. There is also a sticker for the front door informing Paramedics of this service. This is in conjunction with the Ambulance Service
It was suggested that this should go on the May Lane Messenger. JS to action.

It was decided that there was no necessity for another Survey next year as the Government only wanted this for two years but SO said it might be a good idea for the following year to keep giving the surgery additional follow ups./

LC asked if anyone had any ideas for a project that we may help with for next year. SO said that they were trying to get an updated leaflet with different volunteer groups to assist patients.

SO said he had been approached to form a 'choir' for patients with breathing and/or dementia patients. To be discussed further.

RM (Ron Manuel) came up with the suggestion regarding Carers. He suggested a pack or leaflet from the surgeries to carers giving relevant telephone numbers, names to call on when needed. SO and JS said this was ongoing but needs pursuing further.

CLARIFICATION TO FUTURE SURVEYS

Since the meeting closed earlier JS has been informed that we do need a further Survey for next year. These will have to be carried out early January for completion late March. The group will be advised further.

Meeting closed at 12.00.

Next Meeting 06 January 2014 at 7pm.