

## PATIENT PARTICIPATION GROUP

### MAY LANE SURGERY

#### Minutes of a Meeting held on the 16 January 2014 at 11.am in the Conference Room

##### Members Present:

George Way - Chairman, Mike Baker, Helen Boxall, Lesley Cross, Joan Gummer, Sally Hayward, John Hobson, Ron Manuel, Chris Osgood. - Sec

##### In attendance:

Jerry Steeden, Dr Tom Yerburch

##### Apologies:

Dr Simon Opher, Harry Atkinson, Sally Beynon, Lucy Fullard, Marcia Heaven.

##### MATTERS ARISING from Minutes of 14<sup>th</sup> November 2013.

###### *Patient Survey*

After the last Meeting it transpired that a Patient Survey, the results of which must be published on the Practice website before 31st March 2014, would be required after all. It was decided that last year's survey questions should be unchanged but that an additional question relating to clinical outcome would be added. "How would you rate the medical service provided by clinicians?" for instance. Action JS

It was agreed that the survey would be sent to members of the VPPG and then patients attending at the Surgery would be surveyed over the two week period from 3<sup>rd</sup> February to the 14<sup>th</sup> February inclusive. With two sessions per day plus the special Monday evening clinic, for those unable to attend during the day, there are 22 sessions to cover. The Secretary will construct a rota. Action CO

Would all members email the Secretary listing their availability. Action All

Note that TY suggested that the Monday evening Receptionist (Delia) would be happy to hand out and receive returned survey forms so we will NOT cover those times.

The PPG will discuss the results at the meeting scheduled for 13<sup>th</sup> March at 11.00 hrs.

###### *Reducing Waiting Times at Reception.*

JS said that this was still being monitored but noted that there are usually only two staff in the Back Office and that they may well not be available if they are already on the phone.

### *Advertising Poster*

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

Action Continuing

### *Late appointments*

This was again discussed with nothing further to report and is being monitored. CO reminded the meeting of the plan to put a message on the tickertape should a doctor be called away or, for any other reason, be unavailable for consultation. JS questioned just how many messages should be on the Tickertape and proposed a message to be displayed on the check-in system. LC suggested that the Receptionist should simply announce it - this plan was accepted

Action JS, CO

### *New Telephone system*

The success of this change will be judged by the results from the Survey.

### *NAPP & the Internet Booking System*

LC is our contact with NAPP and reported that NAPP were unaware of the problems arising from multiple practices sharing a single EMIS installation. NAPP will shortly be sending out an *e-bulletin* to discover the scale of the problem. NAPP are trying to build a relationship with EMIS so that they can more effectively influence future developments. Congratulations to LC on getting this moving. Carry on the good work.

Action LC

### *Hearing Aid Batteries*

Batteries can be obtained from The Vale or by post from Gloucester Hospital. The Vale is not well served by public transport but the Dursley and District Good Neighbours Scheme may be able to help by providing a car. According to the Healthwatch website [http://www.healthwatchgloucestershire.co.uk/Find\\_a\\_Service/Service.aspx?guide=4027](http://www.healthwatchgloucestershire.co.uk/Find_a_Service/Service.aspx?guide=4027) the cost is 35p per mile driven (measured from the driver's home) with a minimum charge of £4.00. To use the service contact Mrs. D.A. Elsdon - *Transport Organiser* on 01453 548474. The service can take you to any of our hospitals but is dependant on driver availability.

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.

Action CO,DT

### *Shingles Vaccinations*

TY noted that there was not sufficient vaccine being produced and consequently only 70 & 79 year olds will be offered it. Subsequent years will gradually work their way through the 70s.

### *Cessation of Evening Meetings*

Jerry can never attend evening meetings and often the GPs can't either. On those occasions, when no-one from the Practices is present, nothing useful can be achieved. After considerable discussion it was decided that we should cease evening meetings and try to make more use of FaceBook to restore an element of interactivity to those who might have attended the evening meetings and are now, effectively members of VPPG . JH has agreed to lead the Facebook effort. Action JH  
The PPG leaflets need to be update to reflect this change. Action JS

### *"Message in a Bottle"*

The Surgery now has a supply of bottles and forms, available on request. Completed

### *LC's Project*

Search for a good project for the PPG - nothing suggested .

### *The Choir*

SO said he had been approached to form a 'choir' for patients with breathing and/or dementia. It was noted that there were leaflets in th waiting area. We would await an update on SO's return. Continuing

### *The Carers' Pack*

RM came up with idea for 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. Continuing

### *A . O . B .*

#### *Curious Behavior of EMIS*

JH has observed that, generally, appointments made via the Receptionists are copied into the EMIS on-line database. This rule is not followed for bloodtests, which cannot be booked on-line and do not appear in the on-line record when they have been booked at Reception. TY recognised this as a quirk rather than a feature and said that he and JS would investigate. Action TY,JS

### *Booking Ahead*

MB asked why, when told by his Doctor to come back in one month, for example, he was unable to book it on his way out. JS expressed surprise and said he would investigate. Action JS

There being no further business, the meeting closed at 12.10hrs

Note: The next meeting will be at 11.00hrs on 13<sup>th</sup> March 2014