

# **PATIENT PARTICIPATION GROUP**

## **MAY LANE SURGERY**

Minutes of a Meeting held on the 10 July 2014 at 11.am

**Members Present:** John Hobson (In Chair)  
Helen Boxall (Minutes taking)  
Ron Manuel  
Sally Hayward  
Mike Baker  
Joan Gummer  
Lesley Cross  
David Thould

**In attendance** Jerry Steeden (Surgery Manager)  
Dr Tom Yerburgh (Acorn Practice)

**Apologies:** George Way  
Mary Wood  
Dr Simon Opher

Regarding the vacant position of Vice Chairman, John Hobson has volunteered for this position and this was gratefully proposed by HB and seconded by the rest of the Committee. However there is still the position of Secretary to be accounted for. If any member of the Committee would care to volunteer for this position, please don't be shy. Contact either GW or JH. HB will continue to take minutes until this is resolved.

**MATTERS ARISING** from Minutes of 08 May 2014

### **Late Appointments.**

SO had agreed to look at the data to see what could be gleaned from the clinical systems. He was unable to be at this meeting but JS brought us the attached graph prepared by the Practice Information Support Administrator. It seems to demonstrate, quite convincingly, that late appointments are pretty much controlled by the ethos of the practice and the consequent emphasis placed on timekeeping by the doctors within the practice.

### **Blocking the Surgery entrance doors.**

The person who had committed this offence has been spoken to and, hopefully, this will not happen again.

### **Internet appointments**

There has been no progress with Acorn Surgery unable to participate in Internet appointments for the foreseeable future. EMIS can now be used with text messaging for appointments with a following 48 hour reminder and is being trialled at this time. This can also be used for blood results and will apply to both surgeries. As this will be involved using mobile phones it was suggested that patients give their mobile numbers to reception. This request will be put onto the tickertapes in the surgery. This is **optional**.

It was asked if telephone conferencing between doctor and patient will be available. Dr Yerburgh said this was not in the GPs' contract at the present time

### **Patients Survey**

The question was asked if there was going to be a Patients Survey this year as a member had received a very similar NHS survey through the post. JS said we have been somewhat 'surveyed' out and there was no survey needed from the Surgery at this time.

### **Prescriptions 'out of surgery hours'**

A notice will be placed on the surgery door giving giving the location of the duty chemist. This information can also be found on the Gloucestershire CCG Internet site. DT will also place relevant information onto our own website

### **ANY OTHER BUSINESS**

#### **Mental Health issues.**

DT asked what the practice could do to help promote Mental Health issues with the GPs. Dr Yerburgh stated that it had improved this year with more action within the surgery base before being transferred to more 'indepth' treatment. SO has set up various therapies dealing with his matter.

#### **NAPP**

LC brought up the subject re supporting our GPs. JS said a petition book is on the counter in Reception for signatures. The gist of this is that is that the PCT (now CCG) is reducing the NHS budget of 10% to 7.2%. The difference is going to hospital care.

LC said that we should have a poster put up in the Surgery, also an approach to Lloyds (Chemist) to have a poster there. It was also suggested that we could approach The Gazette for support. LC reported that a Meeting is to be held in Stroud and that we should send a representative. Several members offered to go and CO will check as to how many representatives could go.

#### **Carers Information Pack**

The carers pack is in the process of being designed for us and a learning service is to be agreed. I didn't really understand about the 'learning service'. This to be discussed at the next meeting.

The meeting closed with the date of the next meeting being 18 September 2014 at 11.00am

