

Patient Participation Group
Minutes of Meeting
24th May 2018
Tuxford Surgery

Meeting Opened: 6.00 p.m.

Present:

Oliver Lord (Practice Manager); Dr Catherine Harrison (GP) (6.30)
NICHOLLS, Graham (Mr); MOORHOUSE, Joan (Mrs); FRETWELL, Brian (Mr.); HOBART, Kathleen (Mrs);
TAPPER, Anthony (Mr); WIGHTWICK, Ann (Mrs); O'KEEFE, Anthony (Mr); ION, Vincent (Mr)

Apologies for absence: MACKENZIE-BATTERBURY, Rona (Dr); MAYFIELD, Julie (Mrs) ; GREEN, Angela (Miss); COLBORN, Michael (Mr); MARTIN, Janice (Mrs); DAWSON, Byron (Mr); BIRD, David (Mr); RICE-HEAPS, Victoria (Mrs); CONNOLLY, Catherine (Mrs)

Matters arising:

1. Premises Improvement Plan

The plans had gone out to tender and unfortunately the bids came back very expensive. The practice is now looking to evaluate the plans and see if there are any changes that can be made to reduce the price. The practice will approach NHS England to see if there is any help there.

2. 1st Responder level 4 training

Our local 1st responder was unable to give pain relief to one of our local people when they were injured an ambulance unfortunately took 3 hours to get to the patient. This has led to the feeling that level 4 training should be given to the 1st responder. This will have a cost of around £450.00 plus equipment that is required on a regular basis. As this was not a Practice issue a number of people put forward suggestions for funding. The Rotary Club, Retford Lions, Lady White Charity, County Councillor Divisional Fund, District Councillor Fund, and local business are just a few to try.

3. Public Engagement Bassetlaw Hospital

There is to be a review of 5 hospital departments across our region shortly. There will be a meeting on 5th July at Retford Hospital 12.30 in the Collinson Room if anyone wants to attend. This is an NHS England public engagement meeting.

4. PPG Awareness Week (4-9 June)

<https://www.napp.org.uk/ppgawarenessweek.html> Go to this website for further details.

5. Changes to Appointment System

It was reported that a few patients were not happy with the new appointment system, especially giving information to the receptionist about their symptoms. Sometimes it was the way the patient was asked for details of the problem. It was also still a contention with some that the message at the beginning was long and could it not be skipped by pressing another number to get through to the receptionist.

There had been a reduction in patients but nothing significant.

At other practices in the area patients can wait up to 3 weeks for an appointment and this is when things could be missed.

The new system is working well and process has been good. A lot of positives have come from it.

6. Internal changes and plans

- a. Planned improvements to dispensary customer services with the intention to remove restrictions on pick-up / collection times and improve the ordering system.
- b. They are also looking at practical ways of using the staff in another manner, such as pharmacists, nurse practitioner etc.

Dispenser Apprentice Scheme

- c. The practice is looking to take on an apprentice dispenser in the near future.

7. Practice Population Changes

There has been a slow decline in patient numbers since 2007, (as shown on the graphs). The demographics have changed with the population getting older and living longer. They are looking at ways of advertising and marketing the practice.

Suggestions included a welcome pack to be given out to new comers to the village which included the practice and what it can offer, through the Post office, paper shop and perhaps even Estate Agents.

8. Ways of sharing Information

There are also plans to use Twitter to share information with patients and public via a practice social media account (not facebook).

9. Any Other Business

The text surveys received only went to the Tuxford Practice.

After the meeting one member contacted Rightmove estate agents and got this response. *“Currently we do not have the option to view nearby doctors. We are always looking for ways to improve our app and make it easier to use. I am going to pass this feedback onto our enhancement team to look into this suggestion and see if they can possibly add it in the future.”*

Meeting finished at 7.15 - Next meeting 2 months time TBA