

Patient Participation Group
Minutes of Meeting
26th September 2018
Tuxford Surgery

Meeting Opened: 6.00 p.m.

Present:

Oliver Lord (Practice Manager); BIRD, Alice; BIRD, David; MASKERY, Tony; ION, Vince; GREEN, Angela; HOBART Kath; TINDALL, Faith; TINDALL, Geoff; RICE-HEAPS, Victoria; WIGHTWICK, Ann; O'KEEFFE, Tony;

Apologies for absence:

COLBORN, Mike; THOMPSON, Susan; MARTIN, Janice; WOODALL, Tracey; MOORHOUSE, Joan; WATKINSON, Katherine; BARNES, Ros; MACKENZIE-BATTERBURY, Rona; CONNOLLY, Cath; BYRON, Dawson;

Matters arising from previous minutes:

1. Premises Improvement Plan

The group discussed that the external work had begun to build the new extension to the surgery which includes two new treatment rooms, utility and sluice. Oliver gave feedback to the group on the latest incarnation of the internal refurbishment of the premises. This involved moving the patient waiting room to the centre of the building, and changing the use of the surrounding rooms.

2. Practice usage of Social Media

Practice Manager gave feedback on the practices engagement with Social Media. The practice aspires to use new and innovative ways to engage with patients and the local community, and to share information on how the surgery works. We now have both Facebook and Twitter accounts – both of which are proving to be successful. The sentiment from other local practices was that Twitter tended to be a platform for sharing with industry professionals - but poor for patient engagement, whilst Facebook tended to be a very negative and hostile environment. As such, the practice started using Twitter first. However, the significant driver for starting a Facebook page was due to recruitment difficulty. To advertise in the press was going to cost hundreds of pounds – where a Facebook campaign was free, instantaneous, and completely within our own control. Practice Manager will continue to monitor.

3. Practice Staffing

Practice Manager discussed current staffing requirements – we have a new starter joining us soon, but still have a vacancy for a qualified dispenser. We have also not moved forwards with our Apprentice Plans yet – simply due to lack of time. Practice informed group that we have taken on a Practice Pharmacist who is going to be working with us for 3 days per week. They will deal with a lot of the routine medication reviews that the GP's would normally carry out, as well as paperwork and management of the dispensary costings.

New Matters arising:

4. Dial-a-trip update

Kath updated the practice and the group on changes to the dial-a-trip service, including the recruitment of new drivers and patient registration process.

5. Ordering Repeats online

Patients mentioned their experiences of 'additional notes' written on the online-ordering process not being acted up by staff. Oliver agreed to talk to staff about this.

6. GP Access / Appointment system

Kath brought up a question posed by Joan Moorhouse (apologise sent) regarding how the appointment system was being received by patients and whether patient were leaving the surgery because of it.

Oliver gave feedback that there are complaints from a small minority of patients who feel that they should be able to book a face-to-face appointment without having a triage conversation with the doctor – but there was also a significant amount of positive feedback from patients about how much more accessible the system is.

Oliver discussed that patients are leaving and joining us all the time, and it is not always easy for us to know the reason for their movement. Mr Ion discussed that the total number of registrations was the most important thing. Oliver confirmed this was remaining constant.

7. Practice Wheelchair

Patients discussed whether the practice should have their own wheelchair once premises were completed. Group discussed funding and where it would be stored. This will have to be a future discussion after the premises work is complete.

8. Practice Branding

Practice Manager discussed that the practice thought it might be an opportune time to try to re-brand the practice. Some patients challenged as to why we thought this was necessary? The Practice believes it offers a very difference and more accessible, patient friendly service than they did in the past, and along with the new premises work, want to be able to promote themselves to patients who may have had negative experiences in the past. Mr Ion suggested the local school children may be able to come up with innovate ideas.

Meeting finished at 7.15 – Future meetings

Oliver apologised for sending out incorrect dates with the agenda. There will not be a Saturday meeting! Correct dates as follows...

- Wednesday 26th September 2018 at 6pm.
- Thursday 22nd November 2018 at 6pm
- Tuesday 19th January 2019 at 6pm