

BETTS AVENUE MEDICAL CENTRE

PATIENT PARTICIPATION GROUP



MINUTES OF MEETING THURS 14TH JULY 2011

PRESENT

Staff

Dr M Symon - GP Partner

Margaret O'Neill - Assistant Practice Manager

Julie Wade – Practice Manager

Angela Wall - Lead Practice Nurse

Lisa Wilkinson – Supervisor Kenton

Patients

Dot Christie

Julie Day

Lilian Santarelli

Sarah Chapman

Allan Bulmer

Sandra Sharp

Norman Curry

1. Margaret thanked everyone for coming and gave new members a brief idea of how the group runs. Everyone introduced themselves.
2. Margaret/Julie explained to the group the new DES enhanced service for Patient Participation and the changes that will have to implement to engage with more patients via the group or online. Group contributed with ideas for how to advertise and notify patients of the Patient Participation Group. It was suggested that posters, TV and the Jayex board were all good ways to advertise and maybe flyers out with repeat prescriptions. Patients within the group also were happy to spread the info to their families.

3. Julie explained that we have a new website for the practice and also briefed the group regarding our publishing of a quarterly newsletter. The first of which come out in Autumn 2011.
4. Julie/Margaret also told the group that part of the criteria for the group was to discuss at some point and organise a patient survey, a survey that will hopefully be analysed and within limits used effectively to improve services for the practice. It is something that we will discuss in more depth at the next group meeting.
5. Julie is to undertake producing a Patient Charter, the group thought this was a very good idea. Draft to be presented at next meeting.
6. The patients were then asked if they have anything they wished to raise about practice matters.

Mr Santarelli is still having difficulty in receiving routine podiatry appointments. She says the system is poor and the waiting times appalling. There is very little we can do about this unfortunately but note her concerns and maybe take them to a future consortium meeting.

Mrs Christie raised concerns at the length of time she feels she has to wait to see a Dr and yet when she attends the surgery in person she notes that the waiting room is empty. It was explained that if you require specific Dr, due to holidays or half days then you may have to wait over a week, however you would always be offered an appointment within 48hours if its necessary and you are happy to consult with any GP. As to the waiting room being empty, surgeries run at different times from 7am until 9.30 and some 9-11, by 10am the waiting room is looking a lot quieter. We can assure our patients that although the waiting room may seem at times calm and quiet the staff work none stop all day.

Mr Bulmer raised an issue with concerns regarding continuity of care. A recent experience regarding blood result had left him feeling confused as to what communication there is between members of the practice team. Angela explained to the group the procedures for returning blood results and how some more important or diagnostic results would go to the GP rather than routine bloods that go to the nurse. We have a very robust, fool proof system for results within the practice, which runs very well.

Mrs Sharp was keen to point out that the service that the practice has provided her has been exemplary over the years and she can't fault us – Thank you.

Mr Curry raised an issue regarding repeat prescriptions. His wife had recently received a repeat item that they didn't need. He was concerned because when he returned the item to the pharmacy they had to destroy it even though it had been unopened. We explained that prescriptions that have been counted out can't be reused.

Next Meeting

To be scheduled Oct 2011