

VALLEY MEDICAL CENTRE

Minutes Of The Patient Participation Group Meeting

7th December 2011 at 6.30PM

Present:

Practice Representatives: Dr D Baron, Liz Sedgwick – Practice Manager

Patient Representatives: Jim Brackenridge, Jenny Mackinder, Janet Kszton, Irene Allan and Anne Payne.

Apologies: Annie Kudangirana, Beryl Downs, Chris Milnes

Introductions and Apologies

Dr Baron thanked everyone for coming on the blustery evening. Apologies were received and accepted. We have a few extra members who are on the email group and the agenda and minutes are circulated for them to comment on.

Minutes of last meeting

The minutes of the last meeting have been circulated and approved. Matters arising are as follows.

- Online appointments for nurses

We are currently exploring the requirements for offering online appointments for the Practice Nurses. Different types of appointments are required for certain clinic types and different staff specialise in particular areas. Our clinical system supplier doesn't yet offer the degree of variety we require to offer this facility but we are working with them to introduce this option. It was also suggested that we put the doctors specialities on the website, Dr Baron agreed to look into this.

- Diabetic support Group

Due to staffing changes we now have a new Diabetic Specialist nurse that visits our surgery. This is her first month and the priority is to get her clinics established. We will look at the support group in the New Year.

- Prescription ordering

We have started the new time for opening the prescription line at 12 O'clock as requested by the group for working people. We are monitoring this for three months and will then report back. We are actively encouraging people to use the online ordering facility as this can be done at the patients convenience.

Dr Rachel Kemp leaving

Dr Kemp left our surgery at the end of November to take up a partnership in Sheffield. She has worked with us for 8 years and we are sorry to see her go but we wish her well in her new appointment. The practice will be advertising in the New Year although a notice has gone to the Local Medical Committee. Dr Baron was asked if there would be patient representation at the time of recruitment. This is something to be considered but hasn't happened before.

Complaint about Play Area

Unfortunately there has been an incident in the play area where a child has sustained bruising having pulled a wooden toy microwave onto himself. This has resulted in a complaint against the practice. The play area has been in situ for many

years without incident and is checked daily. Indeed it won an award when it was first designed. The microwave was free standing and has now been removed to ensure this cannot happen again. The practice now has to decide whether to remove the play area all together. Following a discussion the group agreed that the practice needs a play area but the children should be supervised by a responsible adult and the children play in this area at their own risk. Sometimes patients can have a long wait and it helps to entertain the children who are not poorly but accompanying siblings as well as those seeing the GP. Appropriate signage should be displayed advising that the parent is responsible for the child.

Telephone Line Charges

A complaint has been received regarding the cost of telephoning the surgery on the 0844 number. The telephone system that the surgery uses guarantees to charge no more than a local call from a BT land line. However calls from other suppliers and mobiles will vary according to the tariff/package they are on. There is a connection fee which can vary according to the time of day and then so much per minute. The person making the complaint brought the phone bill in and the cost divided by the minutes worked out at 12p per minute including the connection fee. The average call was 24p. There have been various news stories in the press suggesting that practices are making money out of these systems. Practices in Sheffield were told they had to move to a system that would automatically divert calls in evenings and weekends when the surgery is closed and these systems operate on an 0844/0845 number.

Practice Survey

The practice is to carry out its annual survey over the next couple of months. A sample of the questions to be asked about the service the practice provides was distributed. The group made a few suggestions on wording. It was agreed that the practice would commence the survey in January and the questionnaires be given out after the appointment. A member of staff will be on hand in the waiting room to give the papers out and as the response is anonymous we will have a box to post the completed form into. We have been advised that the number of questionnaires must be no less than those sent by the Department of health led Mori poll in previous years. The practice will therefore be doing 700 questionnaires.

Date and Time of Next Meeting

The next meeting will be on Wednesday 8th February. The results of the survey should be collated by then. If anyone has any agenda items for this meeting can you please let Liz know.