

The Hawthorns Surgery
Minutes of Patient Participation Group Meeting
Friday 9 June 2017

Present – Jacquie Walker, Dr Pat Clarke, Joanne Goodwin, Sheila Try, Teresa Monteiro, Atamjt Niber, Tony Cannon, Tony Cooke, Derek Durham

Apologies – Yvonne Brown

Medicine Waste Campaign

The surgery has written to the local pharmacies advising that they will allow them to re-order repeat medication on behalf of patients but they must follow the Code of Practice and check with patients what they need before re-ordering. This will be reviewed in 6 months before a decision is made as to whether this service will continue. Other Surgeries in the area have withdrawn this service.

Patients should be encouraged to use the online re-ordering service and any help in promoting this online service would be welcomed.

Planning on Norman Laud Building

The current application for a Children's Nursery has been suspended. The Surgery has spoken to the local Councillor and has asked to be kept advised of any changes to the planning application / further developments.

Carers Information Packs

Jacquie has asked for information to update the Carers Packs if anyone has contact with services.

Reception Area

It has been noted that the leaflets available in the main reception area are messy and disorganised. It has been suggested that a leaflet dispenser is put in the main reception area. It was decided that this should be located on the wall by the toilet near the Children's play area.

The promotion of the CCG newsletter was also discussed and Jacquie will ensure it is available in all waiting rooms and from reception.

Recruitment

Jacquie advised that the 2 vacant part time Practice Nurse positions have now been filled and they will hopefully be starting in July.

Pneumococcal / Shingle Vaccinations

The pneumococcal vaccinations are generally promoted around flu season. This vaccination is available to patients over the age of 65 and is a 1 off vaccination.

Shingles is a 1 off vaccination which is age specific – aged 70 yrs (plus anyone born after 1/9/1942 not yet had the vaccine) Aged 78 yrs. (plus anyone aged 79 yrs who has missed out on the vaccine)

It was agreed that awareness of these vaccinations will be published in the Newsletter.

PPG Chairperson

The position of a Chair of the PPG was discussed with members and it was agreed that the group should have a Chair person.

Sheila Try was nominated for this position and a vote was moved by all in attendance. Sheila agreed to be our PPG Chair person.

Thank you to Sheila for agreeing to this role and for all the work on the Newsletter that she produces for us.

Any Other Business

The way in which the telephonists answer the calls was discussed as it can sometimes come across as being abrupt when asking for the *patient's name* the question was asked as to why the name was asked? This way of answering the phone has been in place for many years and is beneficial should a patient be unable to continue with a conversation on the telephone at least the receptionist had the patient's name to be able to assist further if needed.

It was agreed however, that the script for answering the phone is to be changed to :

“ **Receptionists name** speaking, how may I help you” when the nature of the call is established then the patient's name is to be obtained.

Promotion of the PPG

It may be worthwhile to recruit a couple more people on to the PPG to attend the quarterly meetings to help offer a wider viewpoint and suggestions.

Notices will be put on the Notice Boards to promote the PPG.

Calling of Patients to the GP Room

Tony Cannon asked the question as to why some patients were called to the Doctor over the tannoy system and some Doctors used the screens.

This is a personal preference to each Doctor/ clinician

Online Appointment System

The question was asked as to why when trying to book an appointment online only the patient's registered Doctor's appointments were available.

Jacque advised that patients are only able to book appointments with their own registered GP and they should also be able to book appointments with the salaried GP's. Jacque will look into this and ensure that further appointments are available to book online for salaried GP's.

Test Results

A question was raised, when ringing for test results a patient was advised that he needed to speak the secretary but wasn't currently available. Unsure of why this happened as the results line is answered on a rota system and all staff answering this line have access to all results. There may be occasions when a result needs to be queried with a Doctor but this should be dealt with via a Daybook message to the Doctor.

Jacque advised this will be discussed at the monthly team meeting to ensure all staff are aware of how to deal with results.

Date of Next Meeting – Friday 29 September