

ABBAY ROAD SURGERY
MINUTES OF PATIENT PARTICIPATION GROUP MEETING
THURSDAY 16TH APRIL 2015 7.00 PM

Present

Dr Arun Thimmiah (GP)
 Janet May (Practice Manager)
 John Newby
 Lucy Johnson
 Wendy Nicholson
 Christine Roper

Jack Melling
 Val Soulsby
 Julie Miller
 Hilary Hearn
 Kath McGrady

		Action
1.	<p>Dr Arun welcomed everyone to the first meeting and thanked everyone for attending.</p> <p>He outlined what the Practice would like to see from the Group however emphasised that it should very much be “patient” led, ultimately leading to services users very much taking control of the Group. The Practice do appreciate that due to the fact that this is very much early days that they are happy to lead and move forward until initial progress is made. The Practice will continue to provide admin support and at least one GP will attend each meeting of the Group. It was acknowledged that in time the Chairman of the Group should be one of the patients.</p> <p>It was noted by members that there was a lack of young people in attendance and it was felt that this it was a priority to try and get a younger contingent to get involved.</p> <p>Several suggestions were made to try and target this population including having a Practice Facebook page and making contact with a local nursery.</p> <p>An area in the waiting room should be used to highlight the Group as well as putting information on the tv also in the waiting room.</p>	<p>The Practice to look at having a Facebook page. Look at publicising at a local nursery.</p> <p>The Practice to implement.</p>
2.	<p>The Group decided that the main area which needed to be looked at as a priority and to be the main topic on the agenda for the next meeting was the Practice’s appointment system.</p> <p>The main concerns highlighted were:-</p> <ul style="list-style-type: none"> • The telephone system and being able to get through to make an appointment. • The number of pre-bookable appointments • Length of time of each appointment • Concern regarding the waiting time as some clinicians run late <p>As a starting point it was confirmed that the Practice were currently looking to update the telephone system.</p>	<p>The Practice to look at the issues highlighted and feedback to the next meeting.</p>
3.	The way in which the Practice communicates change was also raised	

	<p>as an issue. It was felt that if patients did not attend the surgery on a regular basis then they would be unaware of any changes which take place. It was asked if the Practice could look at the way in which they communicate with patients. The following suggestions were made:</p> <ul style="list-style-type: none"> • Sending out Practice leaflet to all patients • Sending out Practice leaflet with all letters which are written to patients. <p>Dr Arun confirmed that the Surgery does give out a Practice leaflet to all new patients who register with them.</p>	
4.	<p>Problems surrounding prescriptions were also mentioned by the Group and concern was raised by one member regarding the amount of drugs that were prescribed. Dr Arun explained the background regarding the electronic system of prescribing and how this works for both patients and the surgery.</p>	<p>The Practice to look at promoting the electronic prescribing system.</p>
5.	<p>Members asked if the Practice had any future plans. Dr Arun gave a brief outline of the proposed move to the new premises, however, pointed out that at this stage there was nothing firm in the proposals and would update members with any future updates regarding the proposal to move to the Alfred Barrow site along with two other Practices from the town.</p>	
6.	<p>It was agreed that the Practice should invite a representative from another of the Patient Participation Groups from within the town to give an overview of how their Group works.</p>	<p>The Practice to arrange.</p>
7.	<p>Members agreed that their e-mail addresses could be shared between all members and a suggestion was made that we use drop-box as a tool for communication with the Group.</p>	<p>The Practice to look at implementing drop box.</p>
	<p>Members were encouraged to spread the word about the Group amongst any patients that they know to attempt to get more people to get involved.</p>	
	<p>NEXT MEETING THURSDAY 21ST MAY 2015 AT 7.00 PM</p>	