

New Street and Netherton Group Practice
Patient Participation Group

Minutes
Saturday 7th July 2012 (6th Meeting)

Present:	Anne Tinsdeall	(Practice Manager)
	Jonathan Bray	(Medical Secretary/Receptionist)
	Andrew Redfearn	(Patient/Group Secretary)
	Margot Redfearn	(Patient)
	Kevin Smith	(Patient)
	Aileen Patterson	(Patient)
	Susan Jennett	(Patient)
	Antony Walsh	(Patient)
Apologies:	Raphael Adesina	(Patient)
	Pamela Powis	(Patient)

1. Review of Previous Minutes

Anne went through the major points of the last meeting.

2. Notice Boards - Both Sites

Anne informed the group that notice boards will be available at both sites for members of the PPG to display information they feel is relevant and beneficial to all patients. Jonathan will make a small space available at both sites, with this possibly increasing if the need arises. An example of the type of information which could be displayed is:

- Details of support groups for patients who have been newly-diagnosed with a condition, e.g. diabetes. This could allow patients to meet fellow sufferers in an informal environment to discuss their condition, without the need for a formal meeting with their GP.

The following was agreed:

- Margot will maintain the notice board at New Street, with Susan doing the same at Netherton. Susan doesn't want to get "too involved" due to her forthcoming operation and will take on this role to "see how it goes";
- Kevin will post relevant information/posters/"flyers" from his various meetings at HRI to Margot, who will then display these as required;
- A "plastic sleeve" is to be made available as a suggestion box for patients. Margot to "sift" through suggestion box and report back at next meeting, ignoring suggestions which aren't constructive - e.g. "The receptionist doesn't smile". These types of comments have already been covered during the previous meetings and have been noted in the minutes;
- The minutes of the PPG meetings will be added to the boards. Andrew will print copies for Margot to display and will also email them to Susan for her to print and display at Netherton. The group agreed that they were happy for patients to see the names of the members of the PPG displayed on the minutes.

3. Patient Reference Group Network (PRGN)

Andrew was unable to attend the recent meeting due to work commitments and will be unable to attend any future meetings if they fall during the working week.

Kevin, Aileen, Margot and Susan said that they could all possibly attend the next meeting at The Brian Jackson Centre, but there is a limit of one member from each PPG. Anne will liaise with Kevin to see if he can attend the next meeting (Thursday September 27th 2012, 12.00 noon - 2.00 pm, venue TBC).

4. Any Other Business

- Aileen noted that a patient had been “complaining in the chemist” about not being able to get an appointment. The group have previously discussed this at length and agreed that, despite more appointments being made available, it is “impossible to please all of the people all of the time”;
- Susan asked where the surgery opening hours were displayed - on the “silver plaque” by the sliding door at New Street and on the main outer glass window at Netherton;
- Kevin mentioned that it’s not a good idea to ask your chemist to “stockpile” medications for you, as if those medications change, then the chemist is often left with excess stock. It was agreed that “only ordering what you need” is the correct way to obtain repeat prescriptions;
- Still on the above subject, Anne added that ordering more medications if you are going away on holiday is not a problem, but patients should allow forty-eight hours for repeat prescriptions and it is the patients’ responsibility to ensure that they have adequate levels of their medications. She also added that patients should wait until after 10.00 am to request repeat prescriptions and should use the “B side” of the prescription form to avoid errors. The “prescriptions post box” at Netherton has now been moved to a more prominent location and is still emptied twice-daily;
- Kevin has asked an acquaintance if he would like to attend the PPG, but he has declined the invitation. Anne will possibly invite two more patients to attend the next meeting;
- Susan advised that there is now a new phone number for “Podiatry” and the nurses are now doing routine diabetic podiatric checks. Kevin asked if the contact numbers of the practices would be changing in future to “0800” or “0845” numbers - no, they will stay the same;
- The now-defunct triage system was briefly discussed again and it was agreed that “most people don’t like the receptionist asking what’s wrong with them”.

The meeting closed with thanks to all.

Date of next meeting: 10.00 am on Saturday 22nd September at New Street Surgery.