
Meeting: Patient Group Meeting(PPG)

Date: 2nd December 2013

Location: Seminar Room

Chair: Farina

Notes:

Present:

Deanna Morgan- Russell (DMR), Vail Sale (VS), Brian Kolbe (BK), Colin Bridges (CB), Joan Crowhurst (JC) Dr Mustafa Sarang (MS), Farina Ahmad (FA)

Apologies:

Lynne Waller(LW), Jagdish Solanki,(JS),

	Agenda item	Discussion/Requirement
1	Apologies for Absence	Lynne Waller(LW), Jagdish Solanki,(JS),
2	Matters arising from the minutes of last meeting	<p>Car Parking outside the practice– CB mentioned that the white lines for parking have been extended outside Nork Way, which make turning out of the surgery gate even more unsafe. Still very dangerous. BK to check with council on this issue of lines.</p> <p>BK to follow up with a date on 'Body Mechanics' to provide a talk at the practice one evening- possibly next Spring.</p>
3	2013/2014 Patient Survey update	<p>Patient questionnaire responses to date have been 185 (343 responses in 2012). Agreed decision to continue with the questionnaire until the end of December. FA thanked members who had come to the surgery to distribute questionnaires to the patients. General comments noted from the 2013 questionnaires include not having enough evening appointments and patients having to call at 8.30am for an appointment. All patient members are happy with the current appointment system. FA mentioned the new local '01737' introduced (01737 479 022) towards the end of September. FA does not have the figures for the number of patients calling the new number but FA will have this data available for the next meeting.</p> <p>Change of letterhead with new phone number under way. Practice Leaflet & website have been updated with the new number. The 0844 number will eventually be phased out some time next year. The Practice has incurred additional costs in order to introduce the local number much earlier, as our existing phone contract was due to expire on December 2014 and further ongoing costs which allow patients to queue, as per the 0844 number.</p>

4	Locality update from BK	<p>FA asked members to brain storm various ways to increase uptake of questionnaires. VS mentioned when she came in to help distribute the questionnaires, patients are in a hurry especially if they have been waiting for some time. Questionnaires have been left outside the GP rooms, at reception & in the waiting room area. Previous survey numbers showed that where the GP had asked the patient to complete the questionnaire, response rates were higher. Try to encourage more 'online' bookings</p> <p>BK attended the locality 'equivalent' of our PPG meeting, chaired by Pat Wiltshire, where Members from 13 different practices attend within the Mid Surrey locality. BK explained that this is good way of communicating with other members from Practices & find out what they are doing. BK touched on a local GP practice (ICP) with a patient list size of over 33k who have 11 active members and 2 focus groups. BK said as a group we need to come up with ideas and interface with the patients. More PPG members with a spread of age, as no feedback from the young population about child care provision etc. The downside is that young patients have other commitments eg children & full time work which may not allow them to come to these meetings. This will help drive the group to be more pro-active and perhaps disseminate NHS information to patients etc. BK sent MS & FA an email re the future of NHS. FA to forward this email to patient group members. We need to educate patients what the PPG is about and focus groups will help this by informing patients. BK will attend the next locality meeting in February 2014. PPG members in favour of raising the profile of the group & informing patients what we are about. BK suggested to free up FA & MS and PPG members take on a more active role. JC suggested setting up a bulletin to keep the patients informed eg start of the flu season / patient questionnaires & create an email database to send this out. BK to email minutes of last locality meeting to PPG members.</p> <p>Posters to entice patients and encourage younger people to feed back to us. BK to continue working on this.</p>	
5	Latest Practice Developments and Achievements	<p>-New Receptionist / admin staff member – a number of new starters on reception, Henrietta & Claudia. Admin staff – Lisa. New staff members replace Teresa & Jess, who had been with the practice 4-5 years. Training going well.</p> <p>-New local phone number- as mentioned above 01737 479 022</p> <p>- Next FY2 Dr due to start 4th December 2013. Dr Jennifer Williams. She will be here until April 2014</p> <p>- Lift issue – BK has kindly offered to look into this, as the practice is struggling with rooms and many elderly patients are unable to come up the stairs. FA feels the lift is repairable as is only 12 years old and has not had much heavy use</p> <p>-New female Dr to start from January 2013 covering Monday morning sessions & creating an extra Thursday afternoon session. Dr Anandi Sivananda.</p>	

6	AOB	<p>FA mentioned that we should probably meet up in February to discuss the patient questionnaire results and if all new members could email me a brief profile of themselves which is requested by CCG to be included in the report FA submits to them in March 2013.</p> <p>BK asked if all members have an email address. CB & DRM provided their email address.</p> <p>DATE OF NEXT MEETING : MONDAY 24th FEBRUARY 2014 5.30pm</p>	
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