

Notes:

Present:

Joan Crowhurst
Lynne Waller
Brian Kolbe
Iris Bishop
Farina Ahmad
Dr Sumaia Elamin

Apologies:

Elias Zakaria
Deanna Morgan-Russell

	<u>Agenda item</u>	<u>Discussion/Requirement</u>	
1	<u>Welcome and Introductions</u>	<p>Joan Crowhurst asked members for a brief introduction:</p> <p>Farina Ahmad – working at Nork since 2005.</p> <p>Dr Sumaia Elamin – working at Nork since 2007 and a Partner for the last 18 months.</p> <p>Lynne Waller – patient since 2000.</p> <p>Brian Kolbe – patient since 1972.</p> <p>Iris Bishop – patient for a long time.</p> <p>Joan Crowhurst – patient since 1968.</p> <p>Farina thanked all members for attending this evening.</p>	
2	<u>What is to be achieved by having PPG Meetings?</u>	<p>The general aim of the PPG group was to try and improve the practice for all patients and staff members and to give the staff and patients the opportunity to discuss topics of mutual interest at Nork. To relay positives suggestions about the surgery and appreciate what work is involved in the running of Nork. In time, hope to bring a wide range of members with a different focus as the PPG evolves. It was felt that Nork clinic was a “happy” practice.</p> <p>Comparative issues are also good, i.e. comparing different services provided in other practices in different parts of the country.</p> <p>Agreed to take up 1 to 2 issues at each meeting – practical issues, e.g. prescriptions/ car parking</p> <p>Dr Elamin commented that this is an introductory meeting, bringing ideas to the meeting.</p>	

		<p>Agreed that it is important to add to the patient notice board and highlight what our nurses have achieved, i.e. Success and Achievements of nurse. One nurse had completed the Diabetes Warwick Course and one other nurse had completed the INR (Warfarin course).</p> <p>Farina Ahmad to check notices in waiting room area for a general tidy up. To ensure that there is not too much information on main patient notice board.</p> <p>Iris Bishop mentioned that she had heard on the news that patients would have to dial “111” to be put through to a call centre to book an appointment. Dr Elamin and Farina Ahmad commented that they are not aware of this and these are the sort of topics to bring to this forum and to finalise a decision with the members.</p> <p>Brian Kolbe asked what the patient size of Nork is – 6670 which falls into a medium sized practice. Criteria for GP/List size ratio is 1FTE GP for every 2000 patient, which Nork does meet.</p>	
3	<u>Format of Future</u>	<p>To discuss physical issues, e.g. car parking, prescriptions.</p> <p>Transport issues were raised. Farina Ahmad explained that from October 2009 this responsibility had been passed to Surrey CC with shared agreement with the Ambulance Service. Reception still step in, if a patient feels that they have not received a good service for booking their transport.</p> <p>The members agreed that items to be discussed can be left open and raised at future meetings.</p>	
4	<u>Venue and Frequency of Meetings</u>	<p>Members agreed to meeting quarterly at Nork Clinic on a Monday evening from 5.30 p.m. which coincides with the surgery late night opening.</p> <p>Brian Kolbe commented that he is happy to continue to attend the MSCG group meeting. The next meeting is on 24th March 2011.</p>	
5	<u>Terms of Reference</u>	<p>It was agreed that as the group will be small in numbers there is no requirement for a committee to be set up. Joan Crowhurst said that she is happy to continue as Chairperson.</p> <p>Agenda items will be set by Farina Ahmad and Joan Crowhurst, with members sending in their suggestions, either via email or telephone. Agenda items should be sent to Farina/Joan at least 3-4 weeks prior to the next meeting.</p> <p>Patients of the practice will be made aware of the PPG by posting information on the Nork website and Patient notice board, e.g. minutes of meetings.</p> <p>Brian Kolbe suggested that it could help the practice by referring non-medical related items direct to the PPG (via secretary) to help deal with, e.g. patients unhappiness with the telephone system/ Drs running late.</p>	

7	<u>Any Other Business</u>	<p>Dr Elamin mentioned Nork's access target.</p> <p>Joan Crowhurst commented that she felt the Nork telephone system is good.</p> <p>Farina Ahmad stated that further improvement on access will hopefully be achieved by setting up "on line" appointment bookings- currently in the pipeline</p> <p>Joan Crowhurst commented on advance booking – it was stated that the practice now allows bookings up to 6-8 weeks in advance. For our community services eg Phlebotomy / Mid Wife / Podiatry / Dietician - these can be booked up to a year in advance as the days rarely change</p> <p>Farina Ahmad commented on the patient satisfaction survey hand held device on the reception desk. This tool assesses patient experience after seeing a doctor/nurse or interaction with staff. The practice downloads this information weekly.</p> <p>Brian Kolbe raised the issue of parking outside the "entrance and exit" of Nork Clinic and to approach the council to see if restrictions can be made on the parking outside of these areas.</p>	Farina Ahmad will follow this up
8	<u>Date of Next Meeting</u>	Monday 16 th May, 2011 at 5.30 p.m. – Seminar Room, Nork Clinic	