

PATIENT PARTICIPATION MEETING ON 16th November 2015

ATTENDED

Dr SK Naeem,
Angela Elsom
Carol Binks

Mr John Berry
Mr Benard Kelly
Mrs Katie Milner
Mrs K Clark
Mrs Peggy Hodson
Mr Ron Moore

1. APOLOGIES

Mrs M Pygott
Mr Eric Jacombe

2. The minutes from the previous meeting were agreed and approved. Proposed by Mr B Kelly and seconded by Mr R Moore.

3. Matters arising.

Will there be a female Dr available?

Angela is doing a surgery on Thursday evening so if a female patient wishes to see her they can make an appointment to do so. Dr Khan has been doing some sessions as well. Hopefully by March next year Dr Khan might be able to do some sessions.

Appointments for people who are working. There is currently no lee way to open early or late but we are open until 6.30 pm. We need to know how many patients this affects to see if we have ways of accommodating them. This will be looked into more in the future. This will be brought again up in the March meeting.

Reception could keep a record for one week about people asking for appointments outside the normal working times due to work commitments.

Dr Bhorchi sent an E Mail regarding the party and thanked everybody for everything that had been done by the surgery. This was circulated with the previous minutes

4. Doctor's Report.

Healthy lives, healthy futures – we had a workshop looking at how to move this forward. NLCCG area has been split into 3 areas – South, East and West – We are East and we had a workshop on what areas to target that are relevant to us. When we get any further information we will discuss again. Hopefully it will mean smoother referrals for patients that live both inside North Lincs and in Immingham.

5. Practice Managers Report

The Car Park has been started today.

RM asked if CCTV is going to be considered along with lighting as a safety issue.

Could a sign be put up stating that cars are parked at their own risk so there is no come back at the surgery.

Mr Berry spoke to Alan Drury today and they have put up a dam to stop any water and they are going to go all the way down ditch.

The Carers Awareness training has been completed.

We have been asked to have a Chaplin in the surgery so patients can come and talk to her if they wish to. She is starting next week. She will come and talk to patients and see what response she gets. If we cannot use the surgery we are looking into using the Methodist Hall.

The leaflet to be sent out to attract new patients to the surgery has been completed. This will be sent to the printers. We will need to decide when we are going to start delivering – probably the New Year.

Could business cards be printed and put on the counter in the surgery with phone number and opening times.

6. Chairman's Report

Bernard and John Berry attended PPG conference. It didn't give them much information. They felt the information was repeated from the session we had last year. Much of it was about many groups doing the same work. It was decided to re-send the letter to secretary of state as there has been no response.

Dr Jaggs-Fowler gave statistics to the group. 10% of the NHS budget was for GPs this has been cut down to 7% and the GPs are being expected to do more work for less money. John Berry has a file with more information in.

Management of long term conditions is to be carried out in the Dr's and not in the hospital. There is a meeting next week about the diabetes patients this will be rolled out to other long term conditions

GP contracts have changed; they now have to have a PPG group, it is not a choice.

The chairman has to be re-elected and this will be on the agenda for the meeting in January.

7. Improvement Priorities Progress –

1. Confidentiality – We continue to encourage patients to wait in the waiting room
We are getting better at making sure the door is closed to the consulting room.

We are trying to stop reception staff from doing telephone calls in surgery hours downstairs.

We have applied for an improvement bid which has been successful but not until next year. We are awaiting further contact from NHS England about this.

2. Blister packs –This service continues to grow slowly.

8. Thoughts for the future

–Nothing extra at present.

9. Any other business

Contract out of sharing your information; there is a form to fill out if you do not wish to share any medical information.

Christmas Eve/New Years Eve – closing early but extending the morning surgery. Meaning same amount of appointments but Dr Naeem will be available by phone if needed

Next meeting: 11th January 2016 at 12 midday.