

PATIENT PARTICIPATION MEETING ON 3rd December 2014

ATTENDED

Dr G R Bhorchi
Angela Elsom
Carol Allen

Mrs Peggy Hodson
Mr Ronald Moore
Mrs Wendy Carr
Mrs Kathleen Clark
Mr John Berry
Mr Benard Kelly

1. **APOLOGIES** – Mr Frank Hibbert, Dr SK Naeem, Mr Eric Jacombe, Mrs Wendy Carr
2. The minutes from the previous meeting were agreed and approved. Proposed by Mr Moore and seconded by Mrs Clark
Carol was congratulated on achieving a NQV level 2 in dispensing

The CQC Ratings for GP practices have been published and the surgery was rated 4 (1 being lowest and 6 highest).

Matters arising from previous minutes

Patients being taken off GP panels if that have not been to the surgery for a certain period Of time – this has not yet been confirmed. A representative from NHS England will be at the next meeting and the question will be asked by Mr Berry.

3. Doctor's Report.

Dr Naeem has officially been made a partner in the surgery from 01.12.14 and the name of the surgery has been changed to The Killingholme Surgery. The PPG welcome Dr Naeem formally as a partner to the surgery.

The ENT services done out of hours will go to Grimsby Hospital and Stroke patients to Scunthorpe hospitals.

Poesis is still having a session in the surgery but patients are not attending for their appointments. We refer to the service but do not have access to the patients who are supposed to be attending.

We have had 3 patients who have not arrived for their appointments in the surgery this morning and they have not contacted the surgery to cancel these appointments. Maybe a poster should be displayed in the surgery asking patients to contact the surgery if they cannot attend their appointments. To discuss this further at another meeting.

Friends and family test.

The question has already been decided by the department that printed the cards for us. The cards will be put in reception and patients asked to fill them in. These can be put in with the blister packs and delivered to those who do not attend the surgery.

4. Patient Survey

Mr Kelly gave a presentation of the patient survey results. Mr Kelly went through the surgery survey and explained all the items and we came out very well. This will be put on our practice web site.

We need to make a decision about the 3 improvement priorities as a result of the survey at the next meeting. Suggestions include advertising the blister packs and advertising the online services. An action plan has to be formulated and implemented. The group will need to come up with more ideas for the next meeting.

A vote on retaining the annual survey was taken and it was decided to keep the survey.

5. Any other business

An article was placed in local Ulceby Parish letter and also an article in the Killingholme Parish letter advertising the surgery. Unfortunately the Killingholme newsletter did not have the surgery details in it but they will make sure they are included in the next article.

The next Killingholme parish letter will include Dr Naeem joining our surgery and the one after that will include a write up about the Practice and the PPG group. We are also having an article in January in The Grimsby Telegraph to advertise Dr Naeem joining the surgery and promote the surgery itself.

Mr Berry will report back to the meeting on Tuesday with our comments from the meeting.

Next meeting: 4th February 2015 at 1 pm