

PATIENT PARTICIPATION MEETING ON 6TH August 2014

ATTENDED

Dr G R Bhorchi
Dr Naeem
Angela Elsom
Carol Allen

Mrs Kathleen Clark
Mr John Berry
Mr Benard Kelly
Mr Frank Hibbert
Mr Eric Jacombe

APOLOGIES – Mrs Peggy Hodson
Mr Ronald Moore
Mrs Wendy Carr

1. The minutes from the previous meeting were agreed and approved.
Proposed by Mr Kelly and seconded by Mr Jacombe

Dr Naeem was welcomed to the surgery. Dr Naeem introduced himself and gave a brief history about medical history and interests to the group.

2. Matters arising from previous minutes:
 - Unplanned admissions –The 2 percent of patients at risk register is in the process of being put together. Once that is organised the patients will be invited in and an individual care plan will be organised. There will be a separate telephone line for 111 or the ambulance service to ring for the at risk patients. Patients on the register requesting to be seen will be put into telephone slots and their call will be returned within 1 hour by the Dr or Nurse. They can be assessed on the day either by phone or appointment and then triaged regarding an appointment to be seen. After 6.30pm and 9.00am these patients should contact 111.
 - Poesis is a talking therapy service provided by trained practitioners to assist patients with mental health problems; giving them strategies for coping with the identified problems in their lives. This will be starting in the surgery on 21.08.2014. It will run every 2 weeks on a Thursday morning.
 - Patient Survey
The survey has been re written to make it relevant to our surgery. The amendments that were discussed at last meeting have been made. The survey will be run during the flu season i.e. October.
Mr Kelly mentioned that we needed heavier paper to improve the quality of the photocopying. Look into change paper quality to 100 msg.

This was proposed by Mr Berry and accepted.

- Services offered by Practice Nurse/Practitioner.
A list of the clinics run by Angela our Nurse Practitioner was circulated. Angela has had training in several areas and this allows her to see patients with multiple problems.

The surgery has a list on the wall for staff to know who can see Dr or Nurse and the correct amount of time needed for each clinic or procedure. It was suggested that a list could be made available for patients as this may lighten the doctor's load.

Medications should be reviewed regularly and if Angela sees you she tries to do all that is necessary in one appointment; to reduce unnecessary attendances. It is not always necessary to come back and see the doctor after seeing Angela; however there are some circumstances when this is needed.

If patients have been in hospital they need to contact us if they know of any medications that have been stopped or changed as letters do not come for a few weeks and this can lead to errors in prescribing.

Dr Naeem added that we would also be starting to do joint injections and some minor surgery within the practice to reduce the need for patients to be referred to Winterton.

3. Any other Business

- We have been considering giving the surgery a new name and wondered if anyone had any suggestions

Suggested names Pilgrim Practice or Mayflower Practice? These were suggested as they are linked with the village and it has roads by these names. It was pointed out that there are other surgeries called Pilgrim.

The Killingholme surgery was suggested as it was central to the surrounding villages. The Killingholme surgery was proposed and agreed by the members

- It was suggested that a new sign is needed so that the surgery can be seen as some people in the village are not aware the surgery is here. This will be looked into.
- An article is to be distributed to all householders in South Killingholme via the village magazine. A first article will appear soon and we will follow this with an article about Dr Naeem starting and then Mr Berry will do an article as Group Chairman. Mrs Clark mentioned that Ulceby also have a magazine and maybe we could look at putting an article in there.
- Another idea to promote the practice is to put together a notice in the local village directory with days and times of surgery hours as this will hopefully bring in more patients to the surgery.

- Tear off leaflets with surgery times and telephone numbers were suggested that can be distributed throughout the village or left in the local shop.
- When Dr Naeem has settled in at the surgery we could have a piece in the Telegraph with photographs to show the surgery is moving forward.
- Mr Berry invited to a meeting on 16.09.2014 at the Scunthorpe Civic Centre for PPG chairpersons.
- Blister packs are now being delivered to patients by Mr Moore and Mr Berry alternate weeks.
- A vote of thanks for Ron Moore for making the prescription box.

The meeting was closed and date for the next meeting arranged

Next meeting October 1th 2014 1pm