

PATIENT PARTICIPATION MEETING ON 9th May 2016

ATTENDED

Dr SK Naeem,
Angela Elsom
Carol Binks

Mr John Berry
Mr Benard Kelly
Mrs Kath Clark
Mrs Peggy Hodson
Mrs M Pygott
Mrs K Milner
Mr R Moore
Mrs P Hodson
Mr Gareth Stacey

1. Previous Minutes.

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

2. Matters Arising

No matters arising. – No matters at this time.

3. Doctor's Report.

Nothing to report at this time.

The list size has gone up and people seem happy with the new hours including the staff.

Lady Dr - this is still in progress and Dr. Naeem will come back to us on it. Angela is here if a female should wish to a female Dr/Nurse.

Regarding the white lining in the car park - this is still ongoing.

4. Practice Managers Report

A quiet month and most things are still ongoing.

We ask if you can please promote Sue the Chaplin as we may lose her if she does not have enough people coming to see her. Sue goes over to the coffee mornings on a Wednesday. Could we think about doing a drop in session on the days she is here?

We have talked about arranging her appointments over the phone with the patient so she arrange a time to suit them.

5. Chairman's Report

Mr Berry attended a meeting 15th March. They are changing the name of the group it is going to be a forum. The chairman plus one other person can attend if they want to. They usually meet at night in Scunthorpe. A survey is being done and the times of the meeting are

one of the things under review along with the length of the meeting. There will be a chance for items to be brought to the meeting.

Health Watch have been doing an Enter and View in 5 surgeries in Scunthorpe with regards to appointments. Mr Berry has all the relevant information regarding these items. The key recommendations that have been found in this survey we are already doing at the surgery. Should we be doing a check list for the receptionist to follow when they are booking an appointment?

6. **Improvement Priorities Progress**

- Blister packs are increasing.
- From April patients can request to look online at their own records.
- Confidentiality – No more complaints.
- Regarding the improvement bid – We have to send the bid in again and to look to the future. Some of the issues have to be finalised. All parties from the Care Network have to be in agreement about it.

7. **Thoughts for the future.** – Try to encourage the patients to use the car park more. To look at the possibility of having and in and out once the new road has been finished for patient safety.

8. **Any other business** - We would like to welcome Mr Stacey to our group. Angela will give him some paperwork to read after the meeting

9. **Next meeting:** 11th July 2016 at 12 midday.