

Francis Grove
Minutes of the Patient Participation Group Meeting
Tuesday 12th August 2014
18:30 – 20:00

Present

KG, AB, HN, LN, JA, SM, RR, DK, DL

Apologies

WP (Chair), IP, BH, GB

Minutes of the Previous Meeting

Minutes of the last PPG meeting were agreed. Correction is noted for the spelling of GB.

Terms of Reference

The above was read out by DK in the absence of the chair. DK thanked KG for her help in writing the terms of reference. PPG members agreed the document that will be posted on to the Francis Grove Website.

Patient Survey

A draft copy of the patient survey was distributed to the PPG members. Comments and amendments were noted and the final version was agreed at the meeting.

PPG members decided that a random patient uptake would achieve the best results. SurveyMonkey is free for up to 100 patients and it would provide us with an analysis of the results at the end. Hard copies of the survey should be made available on the reception counter for patients who do not have internet access. To save paper we should use both sides of the A4. Advertising should go ahead as soon as possible. It was suggested that a notice should be placed in the lobby area where patients post their repeat prescription requests.

Practice Website

DK discussed with the PPG members that the minutes of our meeting should be posted on to the Francis Grove website. To respect the privacy of our PPG members, names would be removed and replaced with initials.

Mobile numbers & Email addresses

RR asked what percentage of patient mobile numbers and email addresses does the practice hold. DL replied almost 87% of mobile numbers and 28% of email addresses. RR asked what the groups thoughts were on patients emailing GPs. The group felt it is far safer for GPs to see patients face to face.

JA said that patients are being given care plans and felt these were extremely good. KG said nurses and secondary care providers have been doing care planning for many years. Care planning is the GP and patient collaboratively working to improve the health and wellbeing of the patient and to put in place a plan in the event of a crisis.

Patients who have a care plan will have an alert on their computer records so that they are easily identified when they call the surgery.

Online Access

DL explained that she is responsible for the delivery of the new access system which will allow patients to book and cancel appointments online and request repeat medication. DL asked if any of the PPG members would be in agreement to trial the service before going live. There was a show of hands noted. JA, SP, RR, LN, HN & AB

Items for the agenda

The group agreed that items for the agenda should be directed to the chair two weeks prior to the PPG meeting.

Chemist / Pharmacy 2U / Electronic Prescribing

AB informed the group that there had been a mistake on her script and it was impossible to check back because it was an electronic request.

The group discussed the new pharmacy 2U who have canvassed patients in the area. They had purchased patients addresses from the electoral register and written to residents about their service naming local GP practices on the back. DK received a call from a local pharmacy saying that some patients have thought they should fill in the leaflet and tried to hand it into their local chemist. DK contact NHS England who said that the Pharmacist was legal however, should any patient believe that they have been misled into signing up for their service, they should complain to NHS England.

The group felt that patients should be aware this is no a face to face service.

Any other Business

The door in the lobby area is very heavy and difficult for patients to pull open especially the elderly and people with pushchairs or wheelchairs. Could this be changed to an automatic opening.

Signage

There should be a notice to make patients more aware that there is a ramp available.

Date and Time of the Next Meeting

Tuesday 7th October 2014 @ 18:30 – 20:00