

Wye Surgery
Minutes of Patient Participation Group Meeting
Tuesday 26th July 2011

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| Present | Chairperson – Mr Alan Billington
Dr A Fox – Partner
Mrs J Shepherd – Practice Manager
Mrs Helen Goodman – Administrator/ Minute Taker
Mrs Bidy Petersen
Mrs Enid Gould
Mrs Dorothy Chambers
Mrs Maureen Nicklin
Mrs Denise Chenery
Mrs Janet Bayne
Mr Don Thake | Action |
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- 1) **Minutes of Last Meeting** – these had been distributed prior to the meeting and where agreed.

 - 2) **Matters arising** –
Surgery Doors – Jo Shepherd informed the group that they had now been made two way and a couple of companies have been asked to quote for making the doors electronic.
Surgery Telephone – Mrs Gould informed the group that whilst manning the stall at the Farmers market she had been very surprised at the amount of complaints she had had about the Surgery Telephone system.
BP Machines – At the last meeting it was suggested that a nominal deposit is asked for when patients are using surgery equipment, this has now been agreed and will shortly be put into action.
Extended Hours – Jo Shepherd informed the group that Extended hours would now be starting in September, this is due to contracts of employment needing to be changed and new staff employed.
Car Park – Jo shepherd has written to the PCT asking if there are any improvement grants available. Mrs Gould had as promised looked into the possibility of applying for a lottery grant. As expected this is a very arduous task and the surgery would possibly benefit from employing a consultant who is familiar with the procedure. Mrs Gould has got the name of someone; Helen will pass this onto the Partners for consideration. Jo Shepherd explained that a lot of ground work had to be done when planning permission was sought for additional parking, so some of the work may have already been done and be easily accessible. The group thanked Mrs Gould for her work on this subject. **H.G**

 - 3) **Abuse of Surgery Staff.** – Mrs Gould told the group about an incident she had witnessed in the surgery recently when a patient was extremely rude and abusive to a member of the reception team.

The group were all concerned to hear about this and asked what the Surgery can do about such patients. Jo explained that we have in the past written to patients explaining that this is not acceptable behaviour and this normally does trick, however in very extreme circumstances patients will be removed from the list, this does however take a long time and there is a lengthy process to follow. Helen will check that there are notices in the waiting room and get an extra one put on the front desk. Helen will also speak with the reception supervisor to see about the possibility of having a message put on the Jayex board.

H.G

- 4) **Service Level Agreement** – A summarised version of the Service Level agreement had been sent to members with the last minutes. The main concerns of the group were the fact that we need to try and recruit members from different denomination groups. Mr Thake had been given the names of some people to contact in order to try and attract some younger/different blood to the group. He will contact the following and report back at the next meeting.
Kevin Grout – School Headmaster
Glenda Hughes – Parent and Toddler Group
Jenny Oram who had done some work in the village previously setting up a group of multi denomination.
Helen explained that part of the Service Level agreement contract is that we can demonstrate that we have made reasonable effort to attract these people. Helen will also put the minutes from the last few meetings are also going to be put on the website.

H.G.

- 5) **Surgery Telephone** – As previously mentioned Mrs Gould had reported how surprised she was by the public reaction and displeasure with the Surgery new telephone system. Mr Fletcher had also emailed Helen and several members of the group about the cost of calls he had made to the Surgery. Mrs Gould explained that when she had tried ringing the surgery between 8.30 – 9.00 am it had taken five minutes to get to the recorded message which then told her she was forth in the queue. Jo Shepherd read out the Telephone company responses to the recent questions that had been raised. (A copy of which is at the end of the minutes). Mr Thake expressed concern that the whole telephone scenario was taking over the meetings, this was agreed and it was agreed that the patient Participation Group would put an article in the Parish Magazine, copies of which can then be photocopied and put in reception.
- 6) **Patient Questionnaires** – following on from last months meeting it was agreed that a sub-group would be set up to devise a local patient questionnaire. Mr Fletcher had already expressed an interest in this and Mr Billington also agreed to take part, these gentlemen will be joined by Mrs Maureen Nicklin, Mrs Denise Chenery, Mrs

Jo Shepherd and Helen Goodman. The first meeting of this sub-group will take place at the Surgery on Monday 15th August @ 3.30pm.

- 7) **Distribution of Contact details** -Helen checked with the group that all were happy for her to pass contact details onto Mr Billington, this was agreed but other member asked if they could also have them, it was therefore agreed that details would be sent to all members. **H.G**
- 8) **Feedback from Farmers market** – Mr Thake and Mrs Gould had both manned the stall at the farmers market and apart from the unhappiness about the telephone system they had had quite a good response. There was discussion about how long we wanted to continue with this as it was felt it was the same people who went tot the market week on week. It cost £9.50 to have a spot and it was felt a banner advertising who we were would be useful, all of which have a cost implication. Jo and Dr Fox agreed that this would be taken to the business meeting for clarification as to how long we wish to continue. **J.S/Partners**
- 9) **Any Other Business** –
Surgery Doors – Mrs Chenery requested that during the winter months or bad weather if the outside doors could be opened for patients allowing them to wait in the entrance lobby, Dr Fox thought that this had already been agreed upon and could see no problem with this happening. Helen to inform Karen McLellan. **H.G**

DNA's – Mrs Peterson enquired if the number of Did Not Attends had gone down since our first meeting.

The figures for this year are as follows:

April 105
May 102
June 130

It was explained that frequent offenders are written to and on rare occasions have been told that should it continue they would be asked to leave the practice. A large number these do tend to be Physio appointments and the Physio will ring the patient and ask why they DNA'd she will then decide if they can have another appointment at the surgery or if they should be referred to the hospital. The appointment system at the surgery keeps a record of all of this data.

- 10) **Date of next meeting – Tuesday 6th September @ 6pm**

