

Patient Participation Meeting Minutes
Held at Thornley Street Surgery on
Thursday 4th July 2013.

Meeting Attendees:

All attendees introduced themselves and in what capacity they are here.

Dr Richardson – A GP lead for the practice.

Ms Reid – A Management lead for the practice.

L O’Sullivan – Minute taker

Marlene Lambeth – The Chair of the PPG and a long-term patient.

Jane Emery – A Patient here since she was 12 years old.

Graham Welford – A patient here.

Janet Taylor – A Director of Hear Our Voice, Mental Health positive action loud & proud, working with the commissioning & alongside The CCG as well as director of health & wellbeing.

Margaret Polack – A patient since the 1930’s, representing Mencap & Learning Disabilities.

Trudie Jones – Patient

Marlene Lambeth – Opened the Meeting and advised that this group and meeting is not in a clinical aspect, we are here to think of ways to improve and come up with ideas for the practice positively, and to arrange further meetings for the group.

Graham Welford – Enquired re-Sickle Cell treatment and the convenience of having treatment just in one location.

Marlene Lambeth – Asked “How can we make patients more aware of the PPG?” Can the PPG have a table in the reception area advertising their group, with a comments box on for patients to leave comments addressed to the PPG, i.e. good feedback, recommendations, or suggestions to be discussed at the next meeting etc.

Karen Reid – Replied “Yes, this is fine”. “We will look into this and find a suitable location”.

Graham Welford – Asked “would it be possible for the PPG to email patients advising them of the PPG”?

Karen Reid – Replied, “if the patients Opt-Into the group then yes, it would be possible to email them”.

Marlene Lambeth – Advised that personally she would like to see handwash/alcohol gel outside of every consultation room, as she spotted the one we have in reception and thought this was excellent.

Janet Taylor – Advised that she felt it should be the staff who is using the handwash etc not just the patients.

Graham Welford – Advised that whenever he has been seen here, staff always use the handwash/gel. **All the group agreed with this.**

Janet Taylor – Discussed a problem that she felt she had experienced here at the practice personally.

Dr Richardson – Advised that this was not a part of the PPG and that there is a complaints procedure we follow here at the practice.

Graham Welford – Asked “would it be possible to display what the complaints procedure is on a board in the waiting area, publicising It”?

Karen Reid – Informed the meeting that the practice have just reviewed all our leaflets, including the complaints leaflet, and explained the complaints procedure. We are awaiting printing, but once received they will be available in reception, & on our website.

Graham Welford – Advised that he thought the website was really good.

Jane Emery – Added that maybe we could put up a BIG & BOLD sign 'SEE OUR WEBSITE'

Margaret Polack – Advised that she felt that there should be a compliments section as well.

Karen Reid – Replied “there is both compliments and complaints sections on the leaflets”. “We also have an advertising Television ordered for the waiting room areas as well, but we have been waiting 5 months for this but it will come”.

Graham Welford – Asked “if the adverts/information on the TV screen will be in just English, as we have a wide population of non-English speaking patients?”

Karen Reid – Explained that, yes it will be in English only but we do have interpreters here on site most days who can interpret what it says if needs be.

Marlene Lambeth – Advised more leaflets the better!

Karen Reid – Informed the meeting that the surgery have 11 reception staff who will shortly be assigned specific roles i.e. educating the patients, going around the surgery handing out leaflets and updating notice boards, for example, no smoking leaflets/posters etc.

Marlene Lambeth – Asked “Can the PPG put leaflets in, or to give out”?

Karen Reid – Replied “yes, by all means”.

Janet Taylor – Advised that she had handed in a poster to the surgery for fibromyalgia which she saw displayed on our notice board and a magazine called View Point in the waiting rooms, so thanked the surgery for this.

Margaret Polack - Asked “Can I leave some Mencap Leaflets in the surgery please?”

Karen Reid – Replied, “yes of course”.

Graham Welford – Asked “Can we have a list of Non-NHS work costs displayed on the notice boards for patients to see”?

Karen Reid – Replied, the surgery are reviewing the fees for Non-NHS work in September this year, so once all agreed, they will be displayed in the notice boards upstairs and downstairs waiting areas for patient information.

Marlene Lambeth – Asked “Does the practice need a volunteer for say a couple of hours a week to help with tidying up the leaflets or notice boards etc”.

Karen Reid – Replied that this is something we will certainly look into.

Graham Welford – Asked “is there any equipment that the surgery needs, that the PPG could fundraise for?”

Karen Reid – Replied, could we turn this question around and ask is there anything the PPG think that the surgery need i.e. are they happy with the seating arrangements, disability access, do they feel visual aids etc? we could enquire with CCG for funding.

Graham Walford – Informed that the meeting that he thinks our appointment system is great; as you can get a same day appointment with a doctor should you desperately need one.

Marlene Lambeth – Talked about patient’s missing their appointments and how this stops others from being seen etc.

Karen Reid – Explained our DNA procedure and policy to the group.

Graham Welford – Asked “what is the practises geographical boundary”?

Karen Reid – Replied that it is 4 miles radius and is on the website too.

Trudie Jones – Asked “What about if you have been here as a patient for a very long time and move just outside the boundary?”

Karen Reid – Explained that if the patient requested to stay, it would be discussed at a clinical meeting between the doctors to decide if the patient could stay or not.

Marlene Lambeth – Asked “for our next meeting what would we like to be our priorities?”

All Agreed – Publicity really, educating patients, & a manned PPG table in reception.

The PPG would like Karen at the next meeting and Dr Richardson. Marlene to open the meeting, and set up a code of conduct. Agreed meeting should initially be 6-8 weeks apart to start with. The next meeting will be Thursday 22nd August at 12noon. so please bring any issues to the next PPG meeting.

Meeting closed at 1:00pm. Thank you all for attending.