

Preston Road Surgery

PPG Meeting Minutes 10th September 2016

Present

Dr Ella Costales (GP Partner), Sandra Maddison (Surgery Manager), Tracey Scorer (PRG Co-ordinator), Gabrielle Hiscock (Reception Team Manager), Jackie Nash (PRS Carers Lead), Chris Matthews (Dementia alliance), John Hayward (Chairman) & 16 PPG members

Welcome

Gabrielle welcomed the group and thanked everyone for coming along.

Matters arising from last meeting – John Hayward

John asked for feedback on the new layout of the waiting room and the new noticeboards. The group felt the waiting room layout was much better and encouraged patients to talk to each other more in the waiting room. The notice boards were less cluttered, and the group liked the monthly campaign board.

John informed the group that we had discussed with the doctors that the PPG felt that some patients could get confused when new medications were trialled, but the other medication kept on repeat, therefore the patient may inadvertently take both. The doctors have agreed to remove any medicines from the repeat slip that are being trialled with a new medication to avoid confusion.

Community Angels / PRS noticeboard – This has been discussed with the Angels Management Team, who have agreed to partake in a joint notice board with the surgery. We are now looking at suitable notice boards, and hope to proceed shortly.

We discussed again the PPG having their own secretary and email group aside from the surgery. A member has since agreed to be secretary. This will be discussed again at the next meeting as the secretary would have access to each individual members email address, and we need to ensure all members consent to this.

Dementia Awareness Presentation by Chris Matthews – Dementia Alliance

Chris Matthews from Dementia Alliance gave a very interesting presentation and slide show on dementia awareness, followed by a brief Q&A session.

We hope to hold a patient information evening at the surgery on dementia awareness and dementia buddies soon.

For further information about dementia please see our dementia notice board in the waiting room or visit www.alzheimers.org.uk

Are You a Carer? – Jackie Nash – PRS Carers Lead

Jackie discussed her role at the surgery as carers lead, and the information available to help carers. If you require any further information please see our Carers Notice board, or ask for Jackie at the surgery who will be happy to help with any questions you may have.

Friends & Family Feedback – Tracey Scorer – Patient Involvement Co-ordinator

Tracey said that since May of this year we started sending patients SMS messages to patients after their appointment asking how they would rate their experience at the surgery. The feedback has been **extremely positive, with 93% of patients stating they would recommend the surgery** (which is among the best!). Patients can also leave anonymous comments about their experience. These

comments were printed and handed round, and some of the areas for improvement were discussed.

- We discussed various ways to keep patients better informed if appointments are running late.
- It is best for the patient that they book any routine appointments in advance, although if they need to be seen urgently we will offer an appointment or a phone call that day.
- We discussed why it is advisable to see your own GP for continuity of care, and how to make patients more aware of this.
- Patients can book a longer appointment if necessary, and they should be aware of this and request to book a double appointment when coming in to discuss more than one problem.
- If a patient requests a second opinion, we can offer an appointment with another GP.

These points will also be discussed at the next receptionist meeting on how we can promote this information to patients.

Flu clinic Involvement

Gabrielle advised the group of our upcoming flu clinics, and asked if any members would be available to help on the Patient Information stand.

The Ever Changing NHS – Sandra Maddison

Sandra led a discussion around the wider health environment covering:

2 Harbours Healthcare – local federation of GP practices providing

- Public health services
- Collaborative working – care home flus

Clinical Services review - Information and discussion around proposals for:

- Dorset's acute hospitals
- Integrated community services
- PPG members encouraged each other to attend public consultation events and for the PPG to publicise these when details known

AOB

PPG members reinforced again today the need for patients to keep themselves informed on local healthcare services and decisions, to take part in meetings that are open to the public, and to be part of decisions.

Visit www.dorsetccg.nhs.uk and sign up to the health involvement network. The views of local people should be at the heart of their National Health Service. Learn about opportunities to get involved and how the views of local people are helping the Dorset CCG to shape services.

John thanked everyone for coming and the meeting was then brought to a close.