

Chilwell Valley & Meadows Surgeries

Patient Participation Group meeting

Tuesday 4th February 2013 6:30pm

Minutes

Present: Glen Swanwick(Chair), Martin Stockdale(Vice Chair), Linda Allum, Maria Di Marino, Dr. Lott, Ed Longridge(IT manager), Alison Harvey, Douglas Harper, Sheila North, Sue Bexon, Dr Jane Giddins, Norma Carliss.

Apologies: Dr.Dick Churchill

1. Minutes Of Last Meeting

There was a discussion of the previous meeting minutes, It was noted that there had been a poor response to the patient survey.

2. IT Issues

The group discussed ways to improve the information systems. The IT manager Ed Longridge attended the meeting. He asked what we felt our specific needs were. Some discussion followed. There are two different websites, one for Valley and one for Meadows. There will be an area on the website for patient for the PPG. There was a query re: information not being kept up to date. A PPG site is available, but the group as yet are unable to edit/update the site. Arrangements will be made for PPG news to go on.

A possibility may be available to show appointment dates for phlebotomy etc.

There was a query raised over patients viewing their own records. Other queries included the possibility of sending long term appointment date reminders by text. There are no problems re: failure to attend appointments. It was asked if the computer could or should send reminders of appointments booked far into the future.

3. Response to Patient Survey

It was noted that there was a lack of interest in joining the PPG. During discussion it was concluded that this may be due to patients feeling contented and not apathy.

4. Patient Information Poster

A poster was designed for display in the waiting rooms of both surgeries. It explains the work of the PPG, and how patients would be welcome to join the group. A space would be left at the bottom to inform people of the next meeting.

5. Triage Scheme

Dr Lott attended the meeting so that she could put a preliminary suggestion to the group about adopting a triage system. Dr Lott has been investigating the possibilities for our surgeries as some practices have been adopting such schemes. There was much discussion re: The possibilities and benefits for us and how it could be implemented. The group expressed initial approval and it was agreed that the proposal would be taken to a Practice Meeting on the following Saturday to decide a way forward. The benefits should ideally apply to both staff and patients.

6. Regular Involvement with surgery meetings

It was suggested that there could be more liaison with the group to find ways we could work in combination for the benefit of patients and staff. Further suggestion was that it would be good to have a better recognition of staff and their roles – it was suggested that pictures of the staff plus any areas of special interest could be displayed in the waiting rooms.

7. Tram Issues

“Quote” Nothing is certain at present.

8. Any Other Business.

The meeting was informed of Nottingham West CCG’s planned public meetings

- Village Hotel Chilwell; 26/3/13; 1-3pm
- Gateway Hotel Nottingham; 28/3/13; 1-3pm

9. Date of Next Meeting

Monday 4th march 2013 @ 6:30pm.