

Quakers Lane Surgery
Patient Participation Group
Wednesday 25th January 2017 at 6.30pm

Present: Elizabeth Kipling-Vasey, Maureen Bursell, Robin Bursell, Margaret Clayson, Susan McNamara, Aileen Monkhouse, Tim Mawer, Susan Price.

1)Apologies for Absence. Jill Woodcock, Andrew Challis

2) Minutes of last meeting on October 19th 2016, were passed.

3) Matters Arising:

Auto arrivals – no information at present. Bring to next meeting. TM Practice Hub – extended hours – practice is exploring ways of utilising routine services when they are extended from 8.00am to 8.00pm. These services will include those of physiotherapists and other healthcare professionals to provide extended cover. No additional funds are being provided at present to extend services.

Discussion took place on how to publicise and resource these services, other than by using GP's.

The group felt that it will take some time to judge if extended services are what patients want. Until a cohort of patients are aware of the extended hours available to them, more needs to be done to communicate with and inform patients when these services are resourced and available.

This issue will be carried forward.

4) Current QLS Position: TM summarised the current position as 'good'. Practice nurses with two assistants are working well. Chronic disease visiting is underway. Preventative in nature, it is deemed successful.

5) Patient Survey: 50 responses:-

RB discussed his outline summary and the Chairman thanked him for presenting his findings. Points of discussion were:-

82% of respondents had internet capacity, 68% were aware of the website but only 30% had looked at it. A communication issue will be addressed by PPG to increase use of online prescriptions, increase take up of online booking of appointments/services. ***Agenda item at the next meeting***

The issues of capturing more email addresses, providing ID for registration and using a pharmacist to advertise late night surgery etc., were discussed. ***Agenda item at the next meeting.***

AM agreed to bring an outline proposal to the March meeting, targeting these two initiatives. It was suggested we sketch a thermometer or similar design, month on month, to monitor increased take up of online services. It would also carry an invitation to give email addresses. AM

Agenda item at next meeting

Email consultation with doctors was discussed. This service has now been stopped due to costs increasing to the sum of £1,500 PA. With this service in limbo, different protocols were discussed including patients calling the receptionist to arrange an onward phone consultation with a doctor/ utilise the medicine management system. Initiative ongoing. EKV

6) QLS Newsletter.

MB presented the draft copy which was discussed and agreed with certain modifications.

TM to write an editorial piece under 'Practise News' heading. In addition, staff photographs were agreed as desirable. TM to develop this. MB to make modifications to copy content. JW and MB will develop and agree a template/ presentation format, for this and future newsletters. Launch 1st edition on or before the end of March 2017.

It was agreed to present the newsletter twice yearly, the second edition being available October prior to the 'Flu and Winter' season.

MB will present draft copy for the October edition, to the September 2017 meeting.

Suggestions for inclusion by members, be emailed to MB please on maureenbursell15@btinternet.com before August 31st.

Newsletters will be placed on the surgery website and hard copy available in reception, and the waiting room JW.

Where appropriate newsletters will be emailed to patients.

Agenda item for next meeting.

7) Action Plan:

This was reviewed and updated by the Chairman. Improved telephone system data/ patient communications, using the telephone system, were discussed. These included using the answer phone message to signpost patients to the website – eg. 'closed now, but book online or contact reception'. Initiative ongoing. EKV

8) AOB:-

Modifications to the 'Ticker Tape' entry system in the surgery were discussed, but it seems it is not an easy system to amend.

9) Date/ Time Next Meeting:- Wednesday 22nd March at 6.30pm.