



The Bartholomew Medical Group Patient Participation Group (PPG)

Meeting ~ Monday 7th November, 2011 – 6:00pm

Present:	Dr R Kurtis (RK)	GP
	Dr R Singh (RS)	GP
	Rebecca Clark (RC)	Practice Manager (Minute Taker)
	Wendy Hall (WH)	Reception Manager
	Mr Tom Lamb(TL)	Patient
	Mrs Eileen Dunford (ED)	Patient
	Mr Roy Taylor (RT)	Patient
	Mrs Mary Sarginson (MS)	Patient
	Mrs Susan Diack (SD)	Patient
	Mrs June Fletcher (JF)	Patient
Apologies:	Amanda Creaser	Assistant Practice Manager
	Mr Simon Patchett	Patient

Minutes	Action	Action by
1. Welcome and Introductions RC opened the meeting and thanked everyone for attending tonight's meeting of the PPG. Members of the group introduced themselves.		
2 Agree Minutes from Last Meeting RC asked if everyone in the room was happy with the minutes taken from the meeting held on 11 th October 2011. RT accepted on behalf of the group that these were accurate and a true account of the meeting. Agreed as a correct record.		
3. Agree Terms of Reference RC read the whole document all present agreed that they were happy with these terms and no further additions needed to be made. Agreed to accept.		

<p>4. Review ideas from first meeting</p> <p><u>Newsletter</u></p> <p>RC explained what was proposed following on from the last meeting with regards to the content of the newsletter. Agreed to include: Practice information i.e. GP and Team details, with a brief description of interests and / or job role. To include Practice website address and extended opening hours. RT would like a 'Top Tip' section adding. Discussion took place and it was agreed that we would include in this first edition that unused medication should be returned to the Pharmacy for disposal. SD would like a PPG section asking if any patients would like to join the group but cannot attend in the evening to let us know and we would be flexible with dates and times to suit. Agreement over a section to discuss the referral process and why it takes 48 hours for a prescription to be processed. SD thought it may be useful to have a section on what services we provide here at the Health Centre.</p>	<p>Practice</p>	<p>By 18/11/2011</p>
<p>5. Developing a Patient Survey</p> <p><u>Agree areas to cover</u></p> <p>RC handed out a two-page document with sample questions which could be included in the survey. TL suggested that all the answers are kept in one format as it makes it easier for patients to complete. MS suggested an 'Any Other Comments' section could be added to each question - this was agreed to include. All present were happy with question content and length of Survey. RC to send copy to all present prior to final sign off. SD confirmed that if all present were happy with the content then they would not make contact to confirm on receipt of the documents. All agreed.</p>	<p>Practice</p>	<p>By 18/11/2011</p>
<p>6. Any other business</p> <p>SD asked if patients could be informed when a GP is running late in surgery, as this is not announced and patients can wait in excess of half an hour. WH agreed that Reception staff will monitor screens and inform reception area if someone is running 30 minutes late or over.</p> <p>TL asked if the information can be sent to his work email address rather than posted as he then would have the information to hand. RC confirmed that she would arrange for this to happen.</p>	<p>WH</p> <p>Practice</p>	<p>By 11/11/2011</p> <p>Immediate</p>

Practice to contact the Hospital with regards to returning items such as walking sticks, crutches and / or other aids to see where patients should return them. Practice to then publicise this in Reception.	Practice	By 30/11/2011
7. Date & Time of Next meeting The meeting closed at 7:10pm. RC thanked everyone for attending. Tuesday 13th December, 6:00pm, Health Promotion Room, Goole Health Centre.		