



Bartholomew Medical Group Patient Participation Group (PPG)

Meeting Tuesday 13th December 2011, 6:00pm

Present:	Dr L Wrightson (LW)	GP
	Dr R Kurtis (RK)	GP
	Amanda Creaser (AC)	Assistant Practice Manager (Chair)
	Wendy Hall (WH)	Reception Manager
	Tom Lamb (TL)	Patient
	Roy Taylor (RT)	Patient
	June Fletcher (JF)	Patient
	Mary Sarginson (MS)	Patient
	Susan Diack (SD)	Patient
	Trevor Langton (TL'ton)	Patient
	Judy Wardrobe (JW)	Patient
Apologies:	Eileen Dunford	Patient
	Trudy Bradshaw	Patient

Minutes	Action	Action by
1. Welcome and Introductions AC welcomed everyone to the meeting. Members introduced themselves as there were a couple of new representatives.		
2. Agree minutes from last meeting The minutes of the previous meeting held on the 7 th November were agreed as an accurate record. Following the previous meeting WH has contacted the hospital about patients returning items such as walking aids. Patients are requested to return the items to the appropriate department or to leave the item at the hospital reception.		
3. Update on Newsletter and Patient Survey AC reported the newsletter and patient survey as agreed at the last meeting have been sent for printing. MS commented the print was quite small. AC said she had amended the newsletter slightly before it was sent to print and had altered the size of the print. AC agreed to put a 'post box' in reception for completed survey's. It was agreed to put some at the chemist and to consider approaching one of the local supermarkets. A copy of the printed newsletter and survey is enclosed for your information.		
4. Pilot Patient Survey We decided to carry out a pilot survey to ascertain if the survey needed to be altered before being sent to print. RT kindly offered to come into the practice and spend some time talking		

<p>to patients to obtain any feedback and completing the 50 pilot surveys.</p> <p>AC presented the findings of the survey to the group, and RT fed back his discussions with patients. These were discussed further but the main issues to come out of the pilot survey were:</p> <ul style="list-style-type: none"> • Patients not being able to pre-book appointments • Getting through to the surgery on the telephone, especially between 8:00-10:00am • Late running surgeries • GP and nurse home visits – especially following discharge from hospital • Car parking • Signage in the building (too small and not enough) • Consultant support for MS sufferers. (currently a nurse-led service in Goole with no consultant) <p>SD reported it has been suggested at the hospital forum meetings the car parking problems can be discussed with the car park manager from the hospital.</p> <p>It was suggested to carry out a re-survey in 6 months time to ascertain if there have been any improvements made. TL'ton commented it should be the same questions to be able to identify any improvements.</p> <p>TL suggested doing a quick 'patient satisfaction' survey which could be clinic specific, i.e nurse clinics. The group were quite keen on this idea. To be considered for the new year</p> <p>TL'ton offered support to analyse the survey. RT offered to come into the practice on Thursday and Friday this week to help with the survey again. JW also offered her support on Thursday, which was accepted.</p>	<p>Flag this issue with Dr Thornton for his commissioning role</p>	<p>Practice</p>
<p>5. Feedback from PPG Members</p> <p>Late running surgeries: already been discussed under item 4. WH said this is something we can speak to the doctors about. The receptionists do try to inform patients when surgeries are running late.</p> <p>JF asked what the practice does with regard to patients missing appointments (DNA's: Do Not Attend). WH commented this is a big issue for the practice. Sometimes patients book on the day and still DNA. The practice has recently looked to implement a policy whereby if a patient misses an appointment they will be sent a letter to ask why, and if a patient misses 3 appointments in a 12 month period we are entitled to remove them from the practice list. This is a policy other practices in the area have adopted following issues with DNA's.</p>		

The group were keen to look into this area further. It was agreed to do an audit to be discussed at the next meeting.	AC	
6. Any Other Business		
There being no further business, the meeting closed at 7:20pm		
7. Date & Time of Next Meeting		
It was agreed to hold the next meeting at <u>6:00pm on Monday 6th February 2012.</u>		
		