

Field House Medical Group

Notes of the Patient Group Meeting held on Thursday 18th August 2016

Present

Mr D Wilkinson, Mrs M Stephenson, Mrs, M Mason, Mrs C Coley, Mr B Coley & John Noton

Apologies Mrs J Robson Mr J Terry

Agenda items

Matters Arising – recruitment,

Patient survey

Car parking

New website

Flu vaccines

PPG Groups meeting

Extended hours

AOB –

Notes from the last meeting were agreed.

Matters Arising

Recruitment – John updated there was still no success but we were still trying to recruit GPs, through various means, we now have a GP registrar in place and are trying to use locums but our experience so far has not been all good with some patients having to come back. We are also trying to up- skill some of our nurses in minor illness and to prescribe as well as recruitment but this take's time.

PPG Recruitment Day

Looking at 2/3 week of September John will liaise with the other practise and advise, we discussed whether we can make small flyers available to give out before the meetings and advertise on our TV screens to encourage new members. John will also look at the leaflet display at reception and whether a leaflet display stand may be better?

Patient Survey

The link to the area wide survey had been sent out and displayed on our website as well as paper copies in the waiting room, this closed on 12th August. Results are to be fed back to us late in September and the practice has to agree an action plan with its PPG. This will be an agenda item at the next meeting.

Car Parking

Paul linter building manager joined the meeting to discuss the car parking issues at the options being explored. WE discussed extra spaces and apart from the cost in a currently limited NHS budget it would be very doubtful if planning permission would be possible. We discussed the lack of bus service and the prospect of this happening now further development is to take place on the housing estate but that may be some time away. We have had two proposals, one is for a car park warden on an ad-hoc basis and the other for cameras to record registration plate numbers, which building users have to confirm at the reception plus adherence to car park policy. This will be considered further by tenants and will be an agenda item at future PPG meeting

New Website

Mrs Mason felt that some of the English could be better and that the display of staff photos appears erratic. John stated that we need to update photos and some staff had declined to have their photo taken but will look and see what can be done. The new suppliers are a bigger company and should be able to support us in meeting the needs of patients with sensory impairments and foreign languages

Flu Vaccines

We are planning for the new season, first deliveries due mid to late September, drop in clinics will be provisionally 8th and 22nd October but we will offer the vaccine when patients attend for another reason where staff have time. There will also be more children to vaccinate as part of public health's prevention plan. Last year uptake was lower probably because of less flu circulating, a reduced media programme and a milder winter.

PPG Groups Meeting

Mrs Coley reported that the meeting had discussed the patient survey, the use of the single point of access (SPA) and how we could improve knowledge of the SPA service among local public and professionals. John to explore whether there are posters we can display but was aware a mail drop to certain post code areas had been done.

We also discussed the forthcoming ACCORD meeting and the agenda which included the trial of a community cardiology service that is not up and running as yet, despite what some people believed.

Extended Hours

John stated that because of the shortage of GPs we will no longer be able to provide this from October and will be reluctantly suspending the service as we know how it does help some working people. Unfortunately we cannot staff this and safely provide a service during the day.

AOB

Ghost Patients – Discussed the recent publicity about Patient Services England run by a private company undertaking some work to identify these patients. John stated the only way they could do this is by sending a letter out to the registered address and then if there is returned mail they may well process them as a deduction from practice lists. He had no idea about the media focus stating if patients had not visited their GP for 5 years they needed to as this information is not available nationally unless practices are going to be asked for this, but then there are patient confidentiality issues. John felt the only patient's this may affect is those that have moved away or out of the country and not informed us.

Date of Next Meeting

Thursday 3rd November 18:00