

<p><u>PATIENT PARTICIPATION GROUP MINUTES</u></p> <p><u>WEDNESDAY, 4 December 2013 @ 11:00</u></p> <p><u>Venue: Orchard Street Health Centre</u></p>

Attendees: Collette Fisher, Practice Manager; Hazel Sanders, Admin
Plus nine members of the patient participation Group

No.	Item	Added by	Details	Action
1	Patient Satisfaction Questionnaire Results – survey run September > November 2013		<p>Following the last PPG on Wednesday, 4 September when we discussed our practice survey we began handing out questionnaires to our practice population; we handed out 300 questionnaires but sadly only had 47 returned over the seven week period. Excellent feedback from Patient Satisfaction Questionnaire; overall satisfaction with practice scored 98%.</p> <p>A general theme running through the comments was the poor state of the waiting room. Carpet in waiting room needs replacing – very stained and dirty.</p> <p>Waiting room gets very hot & there isn't much to keep small children amused.</p>	<p>The landlord has already agreed to redecorate and lay new flooring in the waiting room in 2014. Practice has already purchased new information boards and leaflet holders.</p> <p>The waiting room is in the middle of the building so sadly can become quite warm, there is a ceiling fan to</p>

			<p>If named doctor is unavailable on Monday & Tuesday with the weekend it makes a 5-day wait for appointment.</p> <p>Access to appointments at weekends would free up A&E Department at</p>	<p>help cool; sadly air conditioning is not an option at this time. We have purchased children's toys but unfortunately they do not stay in the waiting room for long.</p> <p>All the partners work part-time but we strive to ensure that there is always a partner in the practice; holidays are managed around each other and the use of locums is minimal. We offer on the day appointments; on-line booking and pre-booked appointments. If you are unable to make an appointment on the day or in advance to suit your life/work balance our reception staff will take your details and arrange for the doctor on call that day to ring you back to discuss your needs and offer a suitable appointment as deemed necessary. If you wish to make a forward planned non-urgent appointment with a particular doctor and nothing suitable is available your details will be taken and that doctor will contact you when he/she is next on duty.</p> <p>There are no plans at present to offer weekend appointments;</p>
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			hospital which seems to be over worked.	doctors' appointments are pre-bookable from Monday to Friday between 0900 & 1830.
2	Repeat Prescriptions by telephone		<p>Concerns regarding patient safety</p> <p>Drug pronunciation</p> <p>No written record of request</p> <p>Practice phone constantly engaged between 10>12 daily</p> <p>Internet ordering very easy</p> <p>SystemOne Ap. For I-phone.</p>	<p>The group are supportive with our move to cease taking orders for repeat prescriptions by telephone – especially in light of the fact that there are a number of other ways to order; i.e.</p> <p>Using the tear off strip and post or drop the request into the surgery, if a stamped addressed envelope is enclosed we will post back.</p> <p>On-line ordering service; please ask at reception for further information.</p> <p>A pharmacy of your choice will discuss the possibility of ordering your drugs for you to collect from them or in some cases they will deliver to your door.</p> <p>If you have an I-phone there is an Ap. Available which works with our clinical system 'SystemOne'. We will work on this over the next three-months and endeavour to stop taking repeat prescription by telephone on 1 April 2014</p>

3	AOB: Hearing loop in waiting room	PPG	The group felt it would be very helpful to have a hearing loop installed in the waiting room – especially in light of the fact that we are decorating in the near future	CF to discuss re: funding and feed back at next meeting
	Patient call system	PPG	It was suggested that an electronic patient call system would be helpful as patients do not always hear doctors calling their names or know which room to go too.	CF explained that the doctors prefer to call their own patients it is often helpful to observe young patients in the waiting room and to watch older patients coping with getting up from chairs and walking down the corridor – can be very helpful with diagnosis and offering suitable support.
	Text messaging	PPG	Staff need to be aware that although many older people have mobile phones they are not always able to pick up text messages.	

NEXT MEETING: Wednesday, 26 February 2014