**Patient Participation Group (PPG) Meeting (No. 3)**

**Thursday 13th February 2014**

**Greenside Surgery**

**Present**

Dr Chris Myers - GP

Carole Dalling - Practice Manager

David Pearson - Patient & Chair

Rachel Barrow - Patient & Secretary

Anne Clough - Patient

John Byers - Patient

Lee Rourke - Patient

David Pearson welcomed the group to the meeting especially to new member, Lee Rourke.

Rachel informed the group that Lynn Bolton has resigned from the PPG.

Minutes of the last meeting, 10th October 2013 were accepted as accurate.

**Matters arising from last meeting**

**Newsletter** – CD has set up an email address for the PPG that can be included onto the next newsletter if agreed by the group. Two practice members would have access to the email and it was decided that any contacts made could be emailed to the group in return. It was decided not to have a separate Hotmail account. Action CD to add the address to the next newsletter.

**Questionnaire** – The practice issued the questionnaires to 100 patients in December. The results were very positive and no improvements to surgery practices were highlighted. The results were displayed in a PIE chart format and were easy to evaluate. It was requested that for future surveys percentage markings on the charts would be useful. Action CD agreed to include these. A further 2 surveys are planned aimed at specific clinics.

**A&E Attendances** – CPM confirmed to the group that the cost of A&E attendances was not met directly from the surgery budget. The £75 cost of each A&E attendance was a value set by the CCG and that the amount of visits to A&E by practice patients reflected on the reputation of that practice. The also disclosed that the budget for the cost of medication is also set by the CCG and that the surgeries did not have direct access to the funds but that adherence to the budget is monitored by the CCG. Greenside has consistently come below the target set for it.

**CQC Inspection** – The practice was inspected at short notice by the CQC on 26th November 2013. All 5 of the standards were met so the practice passed the inspection. There were no limitations imposed or major recommendations to be made. Dr Myers explained that no special arrangements had been made for the inspection and that the practice works to the same standard throughout the year so would be prepared for an inspection at any time.

**Rotherham Network PPG Meeting** – Rachel told the group that the times of the Rotherham PPG had still not been moved to a time that can include working age members. She feels it is unfair that a large section of society has been excluded because of this. She has complained to the organisers who have said that they are hoping to have later meetings when the nights are lighter!

**NHS Choices Web Site** – CD informed the group that there have been two recent and very positive, postings on the web site. CD has replied to the postees thanking them for their comments they’re much appreciated. David suggested that a transcript of the comments be added to the next newsletter –Action CD.

**Repeat Prescriptions** – The surgery still prefers on-line request but confirms that it **will always offer other methods of ordering repeat prescriptions** such as by telephone, post or “drop-in”.

**Other Business**

**Local Inspection** – The practice, along with 3 other surgeries have volunteered to take part in a Scrutiny Review by RMBC. Members of the Improving Lives Select Committee are to attend the surgery to discuss patient access 26th Feb.

**Patient Records** – Ann told the group that at a recent meeting she attended that the disclosure of patient records as authorised by the NHS was discussed. Ann was concerned about how the surgery would inform patients that this was to happen. CPM confirmed that the practice had posters up in the waiting room explaining the situation and that there were forms for patients to opt out of the scheme, which the practice would respect. It was financially impossible to write to all the patients. He added that refusal to adhere to the NHS decision was not an option the practice would be following and that it was an individual’s choice to request exclusion.

**Temporary Suspension of New Patients** – The surgery has re-applied to close its list to new patients. This is now to go before an Area Board, possibly next week. If it is granted, but they are not hopeful of this, it will be for a very limited period. One year has been requested. The possible closure of a nearby surgery may have a significant impact on Greenside.

**Health Watch** – Ann brought leaflets advertising the Health Watch scheme that is now operating out of premises at the corner of High Street and Moorgate Street. They offer advocacy help to Rotherham patients that may need help to address actions/experiences with local NHS organisations. CPM confirms that this is a good scheme and has recommended patients to it.

**Emergency Care Centre** – CPM confirmed that this is definitely to go ahead at the District General Hospital and that it has been re-named the Urgent Care Centre. Lee confirmed that planning applications include improvement to the car park.

**Alternative Medicine** – CPM runs an Acupuncture clinic that has been part funded by an enhanced service. The funding is now threatened due to completion rules – Greenside is the only practice to offer this. Excellent examples of cost saving to the NHS have been submitted to try to retain this service and CPM is hoping for a 12 month extension.

**Menopause Clinic** – Following up from a piece on Radio 4’s Woman’s Hour, Rachel asked if the practice has a clinic dedicated to the menopause. CPM confirmed that this would come under the Well Woman clinic or advice could be included in an ordinary GP appointment. It is the practice of the Doctors to discuss a variety of treatments with patients.

**Waiting Times** – Ann complimented the surgery on the quickness of arranging hospital appointments but complained about the waiting times once at the hospital. The group concluded that this was a matter that should be addressed directly to the hospital.

**On-Line Appointments** – CD told the group that a 17:50 appointment slot has been dedicated to on-line requests for appointments. She confirmed that this had already been accessed by patients. If the slot is not taken by the morning then it is released for general use. Rachel pointed out that she could not find the practice web site on a Google search. Action CD to contact IT. The web site address is now on copies of the Greenside newsletter.

**The Newsletter** – CD told the group that the newsletter is being produced quarterly. Copies are available on the web site and the waiting room. Ann showed the group a very “up-market” newsletter produced by the PPG at The Stag practice. It was pointed out that this was professionally printed and could not be afforded by our surgery. Lee had offered to help CD improve the design of our newsletter. Action CD to forward copy of newsletter

**Mobile Phones** – John complained that people are still using their mobile phones in the waiting room. He asked if a sign could be put up informing patients that mobile phones should only be used outside the surgery. CD confirmed that if a patient was outside when their slot was open then they would miss it and the next patient slot would be “buzzed”, a notice to NOT use mobile phones already exist in the waiting area.

**Date and time of next meeting**

Thursday 10th April 2014 at 5:30pm.