

Prices Mill Patient Participation Group

Minutes of the meeting 18th March 2014

Present; Sally Millet, Richard Easthope, Ros Mulhall, John Miles,
Marilyn Miles, Paul Young, Betty Young, Kate Kay

Apologies; Alison Anderson, Jo Hofman, Liz Green,

1. Minutes and matters arising .

Sally reported on the changes in arrangements for supporting vulnerable people by SDC which would now be offered only to those in sheltered accommodation, not those living independently.

2. Vulnerable and elderly patients

As requested at the previous meeting the surgery had researched patients records to see whether there was an issue in supporting vulnerable patients. The results were very positive.

416 patients over 80

415 had been seen in the past 12 months

412 had been seen in the past 6 months

380 had been seen in the past 3 months

The group was interested in how people managed to travel to the surgery/how many were housebound/ was mobility an issue for many people.

Agreed – Richard, Marilyn and Winifred to liaise with Alison to research this further.

3. Waiting room improvements

The changes in the waiting area were welcomed particularly the lack of clutter. The group expressed a preference for some paintings/collage (perhaps from

local artists);use of A4 folders for info; references to internet sites for reference. The monitor will be up and in use in the next few months.

4. Communication strategy

Out of 9000 patients the surgery has about 1000 e-mail contacts. This could be enlarged and made use of for sending out info/newsletters etc.

Agreed to look at the website to see if this could be improved; consider use of texting and e-mail. Would an autumn newsletter be appropriate?

5. Care data

There was a short discussion about this initiative to collect national data. The GP practice guide is on the web-site. Noted that it was "in limbo" until the autumn.

6. Ongoing improvements

All the practice GPs had completed appraisals for revalidation. The team was very stable and working well together. The patient survey had shown improvement on all fronts, particularly contact on the phone, obtaining appointments, seeing a doctor in 48 hours.

7. AOB

Confirming that the surgery does not deal with minor injuries- no stitching or x-rays. Asked that this be conveyed to the chemists.

"Lets Talk " course programme noted. Surgery will talk to Lucy Roberts at the 2tether trust to find out about availability.

8. Next Meetings

20th May

20th August

20th November

All at the surgery at 7.30pm