Wordsworth Patient’s Participation Group

Minutes of meeting held on Tue 12th January 2016, 6pm

PRESENT: Michael Wilson: Chair (MW), Mehrunissa Bax: Vice Chair (MB), Sadet Sangha; Practice Manager (SS), Dr Hussain (DrH), Emily Adams (EA) Charlie Camenzuli, Emel Islek (EI), Mick Kalsey: Secretary (MK) & Aneeta Bansal (AB).

Apologies:

Matters arising from previous minutes

1. MW & MB have forms from the bank, Ranjan was dealing with and SS is to send them to Santander. We discussed what to do with the monies. Ways to involve patients, visual changes of appointment system, new notice board seemed worthy suggestions. SS is to check on line information about the surgery and look in to changing the electronic notice board information.

2. Minutes to the last meeting agreed.

3. Surgery is open on Saturday’s from 8am to noon. MB and AB expressed to ‘look in’ to raise PPG awareness on a Saturday.

4. MJW asked if there was any feedback from the CQC report, none as yet, we will be notified when there is.

5. MB sought Friends & Family feedback. It was noted there had only been 15 comments.

Dr H mentioned that on line, it appears that negative comments take precedence.

6. MB stated that ring back to the patient is not in allotted time. SS said a note of time is put down for the Drs to call back. MB would like to see a greater awareness of availability of Saturday appointments (as mentioned in point 3). SS went on to mention there is seen to be a greater increase in Do Not Answer, because some patients forget they’ve made a request for the doctor to call them, or are unavailable to answer calls from the doctors.

7. SS informed us there is going to be a new phone +system as the contract of the present one is running out soon.

We discussed displaying surgery information on TV screen, like the one on Upton Lane surgery.

8 In the ongoing theme of increased awareness, information for patients Dr H suggested the PPG design notices. Action point, AB, SS and CC volunteered and arranged to meet up to design poster(s).

AOB

EI Asked why doctors can’t deal with more than one patient problem at a time.

Dr H. This can be difficult, has a ‘rushing’ effect, could be unsafe and pointed out that a better way may be to ask the patient to arrange another appointment next week. A need for consistency from doctors across the board is urged.

AB stressed that patients could go to the chemist for medication without having a prescription or the need to pay. CC Informed us even mouthwash is available free.

MB asked if doctors could tell patients to go to a pharmacy instead of seeing them. Dr H said it’s not so easy, wise to say that when a worried patient is in front of you.

CC asked for surgery opening notice to be made visible to all, as opening the door obscures the sign. SS to deal.

SS to look in to the possibility of repeat prescriptions by using Fax.

AB wanted to look at Standard Operating Procedures to help with the design of notice boards.

MJW asked for update on staff turnover, SS informed the situation has improved and all appears to be progressing well.

Dr H. Emphasised new notices, posters would be beneficial to all who used Wordsworth and the possibility, concept of TV with appropriate information for patients (support services, Cancer UK, PPG, Aids UK, McMillan and so on) would also be welcome.

**The date of the next meeting is Tuesday 8th March 2016 at 5.45pm for 6pm prompt start.**