

MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING

15th April 2010

Datchet Health Centre

Chair: Sheila Ferguson

1, Present

Anthea Christie, Dr Adrian Dalton (partner), Suresh Gogna, Kate Grinstead, Karen Holmes(practice manager), Vivien Walton, Bill Joy(minutes secretary).

Apologies: Pam Curry, Tony Griffiths.

2. Minutes of last meeting

It was agreed that the minutes of the last meeting were an accurate record; no amendments were proposed.

3. Matters arising (not covered by the agenda)

a. Practice website – repeat prescription requests.

i) It is not possible to amend the site to indicate that the patient's e-mail address is a required input, although it is

ii) The possibility of presenting a patient's medication choices in a dropdown list that can be ticked is being considered. This change would add to both reliability and security.

b) Healthlink

Karen, Kate and Vivien had seen a demonstration of the service. There was some enthusiasm, particularly for its appeal to younger members of the waiting-room audience, coupled with some reservations about the reactions of older people and the staff response to a continuously repeated 40 minute programme, provided centrally. The service, display monitors and sound system would all be provided and installed free by the NHS. It is not possible to have the system on trial but the service can be turned off by the user; the central sender would be aware of such action and might react adversely. Users can add, but apparently not substitute, their own locally generated video and/or banner items. The staff have not yet been consulted for their views. Other surgeries in Berkshire East that have adopted the system will be consulted before any decision is made.

4. Datchet Building Works

Adrian gave a brief update. Progress is now good and foundation concrete has been poured. Work is about four weeks behind the original plan because of unexpected problems caused by the presence of underground services. Details of the building programme are provided on the practice website, www.datchetdoctor.co.uk, under the Training Project tab.

5. Asthma Health Education Evening

The event will be held in Wraysbury Hall at 7:30pm on Tuesday 27th April. The organizing sub committee will meet directly after this group meeting. Adrian requested PPG members who are involved to arrive at the hall between 6:30 and 7:00pm.

6. Wraysbury Surgery Update

The practice members are concerned about the consequences of the small size and limited facilities of the potential site, notably safety and security. Karen and Dr. Watts met representatives of the PCT to discuss these concerns. They were accepted, but the PCT has no available money. Adrian said the matter was discussed further at a meeting between Wraysbury Parish Council, the PCT and DHC medical staff. During a lively discussion, enhanced by previously raised expectations (justifiable at the time), it was accepted that, because of the concerns and the current stringent finances, the project at the village hall would not be pursued further. The PCT plans to conduct a survey of Wraysbury residents. A taxi service is provided for those entitled because of mobility problems and a policy around entitlement to this service is in place.

7 New Patient Information Booklet

Kate, on behalf of the sub-committee, reported that it appeared possible to reorganise the booklet and to reduce its size by half. The changes, still in draft form, include an index. The final proposed version will be submitted to the PPG for consideration and approval. After that, it will be considered by the partners for publication.

8. Appointments system

Karen reported that a patient satisfaction survey revealed that DHC had performed poorly for those patients who wish/need to book appointments more than 48 hours ahead. This was a direct result of giving priority to same day and next day bookings. The proposal is that the proportion of same day bookings will be reduced from 75% to 50%, in order to increase the number of appointments that can be booked ahead. Two week appointments will no longer be available but patients will be able to book for the next day, 3 days ahead and one week ahead.

There was some discussion of the best action to take if, during an appointment, a GP wishes a patient to return one or two weeks later. Adrian said, if it was important to the GP, he/she would over-ride the system and make the booking.

Karen said consideration was being given to adding online booking to the practice website. Such a scheme would be introduced gradually, and would require patients to pre-register to obtain a PIN authorising them to use the service.

9. Ideas for next newsletter

Ideas suggested were

- a) A day in the life of a GP
- b) Patient advice notes, e.g. what is an ECG, why is it needed, how is it done.
- c) Reminder that GPs and nurses are available for telephone consultations, subject to availability. Requests should be made via reception.
- d) Reminders about appointments can be sent as text messages to mobile phones.
- e) Availability of bowel cancer tests for over 60s – leaflets and registration forms are in reception.
- f) Nag about Did Not Arrives.
- g) Stock-piling of old medicines

10. Any other business

- a) Karen reported that the PCT had discussed Tony's letter of complaint about the commissioning of post-operative care in GP practices, but did not know the outcome.
- b) Dr Ruth Ferguson has recently qualified as a GP trainer
- c) Sheila said Karen was still doing too many things for the PPG, despite having been relieved of responsibility for the minutes. Adrian remarked that any reduction in Karen's workload would be most welcome. Sheila said she would consider the requirements for a PPG secretary, and report back.
- d) Sheila would like ideas for the newsletter from the staff. Karen agreed to relay.

11. Next meeting

The next meeting will be held at DHC at 1:45pm on Thursday 27th May 2010.