

PATIENT PARTICIPATION GROUP MINUTES

Minutes of Patient Participation Group Meeting held on Thursday 24th November 2011.

Present: Dr. P.A. Campbell – Senior G.P.
Mrs C. Kenyon – Practice Manager
Mrs E. Heidenreich – Senior Administrator
5 Patients.

Apologies from: 2 patients.

After introductions from all members, Dr Campbell opened the meeting with an overview of the Practice and the purpose of the Group meetings, covering the following topics:

- Changes in healthcare – local involvement and the Western Cheshire PCT.
- Referrals to out of area hospitals
- Private hospitals seeing NHS Patients
- Newly formed Consortium
- Funding
- Primary care pathways
- Local involvement
- Tarporley Cottage Hospital
- History of how practice has grown over the years
- The benefits of have a dispensing pharmacy within the practice
- The future of practices in general

A member advised the meeting of Barrow losing the surgery in their Village.

Questionnaire: A sample questionnaire was given to members and this was then discussed. One question to be considered was whether or not patients knew how to make a complaint. We checked on the website and there are details on this and also in the Practice leaflet. Extended hours were discussed and from the last questionnaire patients did not want a late surgery, but an earlier start from 7.00 am! It was agreed that we send out a similar questionnaire to the sample and report back findings at the next meeting.

Website: Christine showed members different functions on our website and everyone was going to have a look at it in their own time and let us know if there is anything else useful to be added.

Newsletter: A draft Autumn Newsletter was looked at by members and it was noted that the web address was not shown. This to be amended.

D.N.A.'s (Did not attend) Dr. Campbell gave the total of missed appointments for the last 10 months of 395. Members were astonished and did not realise that people did not turn up for allocated appointments. Various ideas were discussed on how to get this number down. It was agreed to put something on the website and in the newsletter. Another suggestion was putting a special message on individual screens to book patients who have missed previous appointments at the 'end of surgery'. Listed below is a breakdown of the numbers:

Jan 35	Feb 46	Mar 43	April 25	May 28
June 33	July 27	Aug 48	Sept 50	Oct 60

Length of appointments was also discussed, together with what a wonderful job our receptionists do.

A.O.B. Members asked if there is anything for them to do following the meetings and it was suggested that they help with feedback from the community including any ideas, suggestion about enhancing the practice and the way we communicate.

Christine told members about the theft of the Poppy box and the TCH box.

Date and time of next meeting: Thursday 9th February 2012 at 2.30 p.m.