

# ***Avenue House Surgery Patient Participation Group***

## ***Meeting Minutes***

**5<sup>th</sup> January 2012 @ 6.30pm**

### **Register**

Bernadette took a register. The following persons were present: Ian Anderson, Bernadette Joynes, Alexis Diof, Bill Richards, Michael Crossley, Rita King, Ruth Watts, Brian Friday and Clive Archer

Apologies were received from: John Ross, Derek Ashmore, Janette Moran and Piushi Rawat

### **I. Approval of minutes from last meeting**

**Action**

The minutes were approved. The group said they wish to receive only in email format with the exception of Rita who would like a hard copy.

### **II. Open issues**

a) **Car Parking** – Bernadette explained the actions that had been taken in trying to find additional parking facilities. Ian discussed the fact that the Royal were going to be selling the land they owned at Scarsdale and down towards the doughnut car park and the opportunities that this may bring to the practice. The group suggested possible contacts at Chesterfield Borough Council.

**BJ/JM**

b) **Prescriptions** - Bernadette told the group that reception staff tried to prepare all the prescriptions for chemist collection prior to the collection time which would mean collecting the whole batch would be efficient and not be problematic to the rest of the patients. It was suggested that prescriptions are sent by fax to the chemist and asked that this route be investigated.

**BJ/JM**

c) **Annual reviews/health checks** – The group felt that they would prefer to have all checks done in one visit and that they would like the practice to look at this.

**BJ/JM**

### **III. New business**

a) **Stakeholder event** – Clive discussed the stakeholder event and said that it was very good, everyone was provided with a copy of the notes (attached) which provide more details. Ian explained the reasoning behind this.

b) **Results of Patient Survey** – The results from the survey were discussed and the group felt that overall the results were favourable. Although some concern about confidentiality at the reception desk was discussed.

**BJ/JM**

c) **Hand Gel Dispenser** – Clive asked if there was any hand cleaning gel in place near the patient self check in machine. Bernadette replied that the practice now have one installed since the previous meeting.

d) **Advertising Practice Website** – It was suggested that the website address should be put on the re-order part of prescriptions.

**BJ/JM**

e) **Social Networking Sites** – It was suggested that the practice could use social networking sites as a means of attracting patients and keeping them informed of developments.

f) **Feedback** – The group felt that it would be useful for the practice to display facts and figures about the number of patients who did not attend for appointments  
Suggesting that this could be translated into hours of doctors time wasted. **BJ/JM**

g) **PPG member profiles** – Members of the group were asked to provide their personal profile for publication on the website to Janette by the end of the following week. **ALL**

h) **Action Plan** – The following were suggested as items for the action plan:

**Future of the Practice** – The group would like to see the distribution of more material to the patients relating to the future of the practice.

**Wasted Appointments** – The group would like the practice to display the number of missed appointments and cost effects of these missed appointments. Text reminders of appointments were suggested as a way of reducing these wasted appointments.

**Repeat Prescription Messages** – It was suggested that placing a message on the reorder slip on prescription advising patients of the cost of waste medicines in order that patients will be more discerning about what they order.

**You Said – We Did** – A display featuring suggestions made on the patient survey and the practices responses would be a good way of demonstrating the way in which the practice is influenced by patient choices.

i) **Any Other Business** –

**Chesterfield Patient Participation Group**, Networking Event is being held at the B2NET Stadium on Wednesday 11<sup>th</sup> January 2012, 6.00 – 8.00pm, information was distributed to the group.

Surgery running late – It was requested that if a doctor is running late with surgery that the Patients are informed.

Brian brought along several designs of headed paper for use by the group.

Date of Next Meeting – Thursday March 15<sup>th</sup> 2012 @ 6.30pm

#### IV. Adjournment

Ian adjourned the meeting at 8.30pm.