

Avenue House Surgery Patient Participation Group

Minutes of meeting of June 14th, 2012 @ 18.30

Present: Bernadette Joynes, Bill Richards, Clive Archer, Derek Ashmore, John Ross, Piusi Rawat, Rita King, Ruth Watts, Alexis Diouf.

Apologies: Dr Ian Anderson, Janette Moran, Jim Kelly, Laura Saxton, Myra Thompson

1- Minutes of the meeting of March 15th, 2012 –Agreed

2-Matters arising

Prescriptions - As it is illegal for any pharmacist to dispense medication from a fax.

Annual Review and Health checks – This is ongoing. The practice is putting patients in conditions based clusters. This will facilitate and prioritise reviews.

On-line booking system - Each patient will eventually be able to pull out his/her repeat prescription and all they need to do is tick the items required. If the order is out of synchronisation with the usual cycle, the patient will have to explain the reason. The cycle is currently 8 weeks.

Hearing Aids - CNDRH would prefer people to walk-in to their surgery practices and collect their hearing aid batteries, except in cases where they are specialist batteries. The difficulties surgery practices will have will be to identify patients with privately owned hearing aids, requiring owners to buy their own, Patients have to produce the booklet issued with their hearing aid before they can get new batteries. Wheatbridge Surgery is dispensing batteries because Deaf Specialists already operate from there.

Post-Meeting note: We are still working on this—we are hopeful that we will be able to dispense the batteries to our own registered patients (Janette)

3-Chair Person's Report and Meeting Frequency

The Chair was absent so this item was deferred 'til next meeting.

4-Feedback from Chesterfield Locality PPG Meeting

Minutes of the meeting held on April 25th did not seem to be available to most members present.

There is a Stakeholders forum at B2net on 10.7.2012 from 14 to 16.30.Clive Archer will represent Avenue House.

5-Short video about “productive practice”

The focus of the video is on using patients, staff experiences of the service to highlight and improve specific areas identified through data collected through surveys or discussions. Avenue House surgery is gathering data to be processed shortly. The exercise will hopefully lead to lean processes and an improvement of services.

6-Progress of the Group

The Chair and Janette were not present but the feeling was that the group is going very well and making progress.

7-Patient “praise and grumbles” suggestion box

Some written comments from patients were circulated. The majority of comments were positive and the negative ones will be dealt with.

8-Updates from the practice

At the last group meeting, Brian volunteered to look at the noticeboard displays. Alexis asked if the information on missed appointments was very accessible as it is where people could not see it from where they were sitting. The group would like feedback on missed appointments at meetings.

AOB

- ⤴ The GP calling system is not clear and some patients find it very difficult to hear when they are called.
- ⤴ A member of the group related her experience when she called NHS Direct when she had to go through what she considered to be too many people with her ending up in casualty: 3 nurses, 1 practice nurse and 1 doctor were involved.
- ⤴ Bernadette asked for volunteers to revamp the garden. It was general felt the garden was pleasant as it is and did not need revamping.

Date of next meeting: August 16th 2012 @ 18.30