

PPG MEETING 6th NOVEMBER 2012

PRESENT

Pat Lunn, Nick Derbyshire, Sandra Watkiss, Deborah Price, Gill Roberts, Billie Reeves, Pat Miller, John Riley, Wendy Riley, Judith Clay, Shaun Snow, Dr Love

APOLOGIES

Bill Kirkland, Heather Swindell, Anne Mack

MINUTES OF LAST MEETING

Approved

MATTERS ARISING

None

PATIENT ISSUES

Nick shared concerns that staff had recently been subjected to offensive behaviour, sometimes even abuse and aggression, by some patients who had been had a number of unrealistic and increasingly demanding expectations of the services provided.

There had been accusations the surgery was disorganised (this linked in with two GP's and our senior nurse retiring within 3 months of each other and comments that many patients do not like change) and Nick wanted members to be aware that this was far from the case, with all the changes being managed competently especially at a time of increasing workload through Government initiatives and expectations, increasing costs and reducing incomes.

He asked that the members act as advocates and support the surgery in cases where complaints were unjustified or at least to ensure that expectations of an NHS in serious financial crisis were not unrealistic.

There is a need for all patients to recognise that we all have to take responsibility for our own health to an increasing extent and that because something has been available previously, it doesn't necessarily mean that it will continue to be available in the future. Members discussed the high standards and the good fortune of patients to have such a well run surgery. The Chair felt that keeping members well informed is helpful and assists them in supporting the medical centre.

The Group wanted to record their "Appreciation of the work carried out and gratitude for all the very hard work put in".

There was praise for the success of the flu clinics and those members who had met the locum nurse Debbie Peach also passed complimentary remarks.

APPOINTMENTS BOOKABLE ONLINE

Dan Zamoycki had requested discussion on this but did not attend the meeting for further debate re this topic.

There was an explanation on how the online system worked. There were not as many pre-bookable appointments available for Doctors Love and Williams as they now had commitments outside of the surgery, Dr Williams in his LMC role and Dr Love as the Lead for Macmillan End of Life Care and both attending regular meetings as members of the CCG (ie re GP Commissioning)

PATIENT QUESTIONNAIRE

Dr Love joined the members to discuss this item, having put in some work looking at questionnaires from other surgeries and areas.

The Survey had to be completed by March, including results and outcomes. How to structure the questionnaire and who to aim at without repeating previous surveys or the national survey undertaken by the NHS was debated. Dr Love felt that quality of consultation including time given by doctors and nurses was important. Members were wary of raising expectations further but Dr Love felt if evidence was gathered it could be taken to PCT to highlight required changes in appointment times. Care Plans and Chronic Management of Diseases and long term care of, for example, Contraception, were discussed.

It was agreed that the three areas on which to focus were

Dignity
Care Planning
Cleanliness

Dr Love & Nick Derbyshire would put this together & circulate with these minutes to members and PPG members would help to give out surveys and perhaps distribute to chemists so that as large a response as possible elicited.

ANY OTHER BUSINESS

Dr Love was asked her opinion on the efficacy of health screening. She felt that Bowel Cancer and Breast Cancer Screening were both worthwhile but that Prostate Cancer screening would not always be the most appropriate course of action where a physical test was the best basis of diagnosis.

DATE OF NEXT MEETING: February 5th AT 6.30PM

Note-3 months from this months meeting to give time to collate Patient Questionnaire results