

Minutes of the Seventh Meeting of the Patient Participation Group for the Tean and Blythe Bridge Surgeries held at the Blythe Bridge Primary Care Centre at Noon on Thursday February 20th 2014

Present:- Frank Hopley (Chair), Hilda Alcock, Jane Bentley (Practice Manager), Margaret Bourne, Tracey Fearn, Ann Hughes, Jenny Perrett, Dr M Than, Hazel Walker and Derek Sederman.

1. Apologies

Sue Critchley, Dr S. Garlapati, Carole Hughes, Peter Jones, Imogen Pilpel, Shirley Rawlings and Gill Povey.

2. Minutes of the last meeting on November 28th 2013

These were signed by the Chairman as a true record.

3. Matters arising

It was reported that Mr Kenneth Ball and Mrs Doreen Ball and Mr John Burgess had resigned. There was considerable discussion regarding the possibility of speaking to a doctor on the telephone rather than visiting the surgery. This was countered by the suggestions that it was possible to speak to a nurse but some people felt that confidentiality was an issue. Jane Bentley said this should not be so and there should be confidence in the nurse. This became a rather rambling discussion involving out-of-hours advice surrounding particular problems. It was agreed that in the vast majority of cases good sense prevailed. There was, though, concern about the communication after hospital appointments. To some extent this was through lack of understanding about the time necessary for particular results to be obtained from tests.

It was also agreed that it might be useful to have a talk on P.S.A.

4. Patient Survey

The main part of the meeting was devoted to the next Patient Survey. The previous questionnaire was circulated which was part Practice and part Doctor specific and also a Doctor specific survey which had been done for/by Dr S. Garlapati which had been taken from the GMC website. Jane Bentley took the meeting through the previous, 2013, questionnaire question by question. It was agreed that the basis of the 2013 questionnaire was satisfactory and that it was just a certain amount of "tweaking" that was necessary to update the survey. On Item 4 it was decided to ask not only whether an appointment had been made or cancelled on line but also whether prescriptions had been ordered on-line. It was decided to omit Item 6 and Item 7. It was decided to ask questions about the need for a "Double Appointment" in Item 13 which might lessen the need for Item 15 in the 2013 survey. Otherwise the survey would stay the same. Jane Bentley said that she hoped to carry out the Survey during the week commencing March 3rd. Frank Hopley and Derek Sederman offered to "sit in" and help at the two surgeries in the early part of that week to help/encourage patients to fill in a questionnaire.

5. Any other business

Frank Hopley was thanked for his help with the Dementia Group. He said that the group needed time to settle but if it could keep going would then be of great benefit.

6. Date and Time of next meeting

Jane Bentley announced that the next meeting would be on Thursday May 22nd at Noon at the Blythe Bridge Primary Care Centre.

The meeting closed at 1.15 pm.

Signed.....

Date.....