

Green Street Clinic Patient Participation Group

Minutes Thursday 9th February 2012

PRESENT:

*Daniela Penge
Emma Ducklin*

*Heather King
John Beynon*

*Pauline Widdowson
Andrew Togut*

*Helen Burgess
Graham Newby*

Item	Title	6 pm
1.	Apologies:	David May, Ron Cussons, Clive Whitburn, Kathy Bond, Kathy Lewes
2.	Welcome to new members	<p>A warm welcome was extended to John, Andrew & Graham joining us for the first time this evening. Two further new members Kathy Bond & Kathy Lewis were unable to make the meeting this month and sent apologies. Kathy Bond has volunteered to take on the role of Secretary for future meetings.</p> <p>It was agreed by new members present at the meeting to have their email addresses added to the circulation list. New members not present would be bcc'd into all emails until their agreement has been approved.</p> <p>We also welcome David Barron who joins Jean and Derrick as a Virtual Group Member. All members, old and new, have now signed and returned the PPGs confidentiality agreement.</p>
3.	Minutes of Last Meeting 12.01.12	Agreed. These will now be posted on the practice website
4.	Action points from 12 th January Meeting	<p>Patient Survey Feedback - HK</p> <ul style="list-style-type: none"> • Heather thanked Emma, Pauline and David for their help with the patient survey. We have had a great response with over 400 surveys completed so far. Having members of the PPG at reception to hand out surveys has really helped increase the number of patients taking part and also helped the reception team greatly – thank you • Results so far showed that 57% of patients would like to have a practice newsletter and quite a large number of patients were keen to join a Virtual Focus Group. Final analysis of the survey would take place when the survey closes on 10th February. • Heather reported that another practice had emailed their patient survey to 1600 patients registered for their online prescription ordering service but the uptake had been very poor with only 22 responses. There are no plans therefore to do this from Green Street.
5	Other action points from previous meetings	<ul style="list-style-type: none"> • Setting up a Patient Newsletter – Heather asked for any volunteers to help with this together with suggestions for its content. Pauline suggested a 'who to see about what' section; which nurses offered what services; an update for patients following the appointment of Dr Hawkins; perhaps some photo's? Also a PPG member's board in the practice with some contact details & photo's. Heather is happy to help with the set up and printing side of the newsletter but feels the content should come from the PPG with a patient's perspective in mind. Any editorial contribution would be greatly appreciated. • List of Support Groups available – Emma gave an update of the groups she had contacted so far and the resources that were available from them. Ideally we would like to put together a resource folder for each waiting room which will have info sheets inside for patients to take away with them. • Notice Boards – We discussed the notice boards and their content. Generally it was felt they weren't particularly inviting or useful and often had too much information on them. The practice receives lots of free literature for display but lacks the time to do a good job. The practice would welcome some help in this area and perhaps we could develop a rolling programme of patient education and information which could be aligned to any national campaigns.
6	Next Meeting topics	<ul style="list-style-type: none"> • A talk on the background of General Practice and the NHS - hk • Developing an Action Plan from the Patient Survey results - All
7.	Any other business	We had a good Q & A section covering a variety of areas ranging from the appointment system, the telephone system, the Out of Hours service (OOH) & community based services.

		<p>Following a question about overspends in the NHS Daniela explained how the practice was trying to help with this in a number of ways. Many patients are unaware that every time they attend A&E the lowest cost for an attendance is approximately £54. All of these attendances are then charged back to the practice which reduces the practices' available budget to spend on other things. The practice tries hard to accommodate patient's requests for appointments and has a duty doctor available each afternoon for any patient with an urgent need to see a GP that day. Unfortunately patients sometimes choose to attend A&E when the practice is open and whether the patient decides to wait to be seen or leaves the practice is still charged. On some occasions patients book in at A&E, leave before being treated and then return the next day creating two avoidable charges.</p> <p>We also discussed the comparative charges to the practice of patients attending the OOH service or the walk-in centre at Eastbourne Station. The OOH service is provided as a block contract so any increase in patient attendance does not currently cost the practice more, however, this may change with any new tendering process for new contracts so the best place for patients to be seen is always at their own GP practice.</p> <p>It was agreed this had been a worthwhile insight and discussion and one that should be publicised more within the practice.</p> <p>More information would be available on this topic at next months meeting.</p>
8.	Date of Next Meeting	8 th March 2012 6 pm – 7 pm

Meeting closed 7.20pm