

Wolverhampton Road Surgery
Patient Participation Group Minutes

Wednesday 18th January 2017

Present: Val D’Arcy, David Andrews, Michael Creek, John Eaves, Colin Jones, Janet Jones, Gerry Robinson and Sharon Evans (Minute Taker)

Apologies: Paul Meredith and Rita Marsden. Sonia may not have received a reminder; VDa offered a personal apology for this mistake.

The meeting commenced by VDa welcoming and wishing those present a Happy New year.

Minutes of the previous meeting, Wednesday 7th September 2016 were accepted and precise.

Patient Questionnaire: The patient questionnaire/survey is done on a voluntary basis providing feedback to the practice of the services provided. In general, the practice is pleased with the outcome of the survey as each category has achieved a noticeable improvement with an exception to the i) GP of choice and ii) to see a GP on a routine basis within 48 hours. The PPG agreed that patient education on whom and what is available for booking would be useful.

Flu vaccinations: The flu vaccine is offered free of charge on the NHS to anyone with a serious long-term health condition. The practice has achieved 74% target in administering the flu vaccination to those patients who fall into these specified categories. The practice will continue to administer vaccinations until the end of January. Members are reminded to continue to encourage patients to contact the surgery regarding their flu vaccination. Patients not eligible can still receive the vaccine at a charge. We are also undertaking a pathological study of patients confirmed of having flu.

Practice Team Up-date: Dr Elizabeth Albright, SN Andrea Lawson, SN Jay Godwin and DNS Jan Phillips (monthly) are currently the diabetic team specialists. Negotiations are currently under way for an additional Diabetic Nurse Specialist (DSN).

Newsletter: to include a NHS educational leaflet offering patient’s advice and guidance to their GP, Secondary Care and Pharmacy services.

FYI

Dr Sharon Hiley has commenced her position at Penkridge Medical Centre and has settled well into her new partnership.

Dr Shama Zaidi and Dr Yatin Gondane have also both settled well into the team.

We are delighted to announce that Dr Faith Airey has returned to the practice on a contractual basis.

As previously mentioned, the surgery works in conjunction with the School of Medicine, at Keele University as a training practice for medical students. Dr Byrareddy is the nominated doctor who mentors the students. The practice welcomes two further students.

Out of Hours: The out of hours' service from Stafford Health & Wellbeing Centre offers an additional 40 routine doctor and nurse appointments on a Saturday. Patients should be made aware that the consultation notes are sent electronically to their registered GP and recorded on their medical records.

Extended Hours: We are opening every other Saturday morning when we will have a doctor available. However, it is not a drop in service and appointments must be booked during the previous week.

Prime Minister's Challenge: Part of the Prime Minister's Challenge Fund is to look at improving access to GP services for patients. As part of this challenge the practice will be opening on a Saturday Morning.

Any Other Business: A couple of the group brought to attention that the staff name plates in the entrance to the surgery were looked unprofessional as they are inaccurate.

Members from the group acknowledge the friendliness of staff members on the reception desk and when answering the telephone.

VDa advises members that the front of house staff will be retitled as "Receptionist/Care Navigators".

The exterior of Drakeford Court premises are scheduled to be re-decorated. Work will commence from 24/04/17 to 16/06/2017, tradesmen will require the use of two of the car parking spaces.

Q&A

Date of next meeting 5th April 2017 at 2pm