

Wolverhampton Road Surgery
Patient Participation Group Minutes
Wednesday 28th April 2015

WELCOME

Members Present:

Valerie D'Arcy (VDA), James Durkin (JD), John Eaves (JE), Rita Marsden (RM), Sonia Nicholls (SN), Michael Creek (MC), Hilary Tilstone (HT).

1. Apologies:

Apologies from: - Paul Meredith, Dr Adrian Fletcher, Nigel Cooper, Janet Jones and Colin Jones, Gerry Robinson (GR)

Apologies were received and accepted from the above members.

Minutes of the last meeting were agreed and accurate.

2. Notes from Previous Meeting:

2.1 Friend and Family Test:

(JE) attend the Mother & Baby clinic to try and canvas for additional Patient Participation Members from a different age group. This proved unsuccessful due to lack of interest from the mothers of this clinic. At the time, two of the mothers did express an interest but when later telephoned, declined the offer.

(VDA) to confirm whether she would like to repeat the process of canvassing for potential new members of the PPG?

3. Matters Arising

4. Urgent Care Update:

The practice has recruited additional members of staff, two of which are already in post. Also, the practice pharmacist has returned from maternity leave. In post are (2 x Advanced Nurse Practitioners whose hours equate to 50 per week. Joining the team, May 2015, Dr Kate Ziobrio, whose hours of employment equating to 2 full days + home visits. The practice Pharmacist has returned from Maternity Leave for Medicine Reviews, contracted 22.5 hours per week.

Sister Margaret Jones has reduced her hours. To compensate the loss of these hours, Sister R Collier and Sister Beth McNally have increased their hours to cover. This has enabled the practice to maintain the skill level.

5. PPG Priorities:

Access to GP

(VDA) Explained how the Easter Bank Holiday has been difficult to accommodate patients and that due to the volume of patients it has reflected on the available appointments. This business appears to have affected all of the Stafford practices.

“Book the next day” appointments have now been removed from the clinic booking system. This has allowed for more “on the day” and routine appointments to become available. Since this change has been put in place, there has been an improvement of availability within the clinic sessions.

Medical Reviews held by the practice Pharmacist, free up GP clinical time and enable more GP appointment slots to become available.

a) Telephone Access

Also, since having more available “book on the day” and routine appointment slots there has been an improvement in the access for callers telephoning the appointment booking line. This has also reduced the call waiting time.

b) Car Parking

(JE) has visited the car park on three separate occasions and confirms that there was at least one parking space available on each visit. Also, after 10pm there were no cars parked.

6. Team Changes

The practise is currently recruiting for a reception staff member to cover maternity leave.

7. Extended Hours

Extended hours now also includes every alternate Saturday morning, (when the ENT clinics are running) and has also proven to have been successful.

8. Stafford and Surrounds District PPG

The meeting planned for 15th April 2015 was cancelled and to date has not been rescheduled. (MC) to email

9. County Hospital/Royal Stoke Hospital

Concerns were raised about transport to North Staffs Hospital, onsite signposting and parking permits for cancer patients.

10. Any other Business

- [*How long does it take from the date of referral for a patient to be seen by the memory facilitator and then in the memory clinic?*
- [*Concern was raised regarding the reauthorization of medicine and how the surgery can prevent patients from having to attend more than one appointment to have their medication reviewed. (VDA) to discuss with the doctors and nurses a more convenient way of reauthorizing medication.*

PPG are keen to enrol additional to the group, could there be a advert for members in surgery waiting area?

- [*Suggestion that an electronic version of the newsletter sent by email to patients.*
- [PPG members also suggested that the role of a “meet and greet” person in the reception area, may be an opportunity for a volunteer/s. (VDA) to look into the implications and insurance necessary for using voluntary staff for this role.
- [Could reception staff encourage pharmacy’s collections staff to use left hand side of desk? This would reduce the length of the queue and keep patient details confidential.

NEWSLETTER

(VDA) will email Colin with relevant items for Spring/Summer edition

Date of next meeting: 8th July 2015