

Wolverhampton Road Surgery
Patient Participation Group Minutes

Wednesday 9th December 2015

WELCOME

Members Present:

Paul Meredith (PM) Valerie D'Arcy (VDA), John (JE), David (DA) Janet (JJ) Colin (CJ) Gerry (JR)
Hilary (HT) Jimmie (JD). Michael (MC), Sharon Evans (SE) Minute Taker

1. Apologies:

Apologies from: Rita Marston

Apologies were received and accepted from the above member

Minutes of the last meeting were agreed as an accurate record.

2. Notes/ Action from Previous Meeting:

- **Flu Vaccination:**

All PPG members are encouraged to advertise the influenza vaccine to our patients.
The vaccinations will remain available until the end of January.

The practice lost a total of 130 influenza vaccinations due to patients having the vaccination done at a Pharmacy.

All nursing home patients were offered and vaccinated at the beginning of the season.

Extended clinics have been created throughout January.

- 3.** (PM) informed the group members that the ENT (Ear Nose and Throat) service was no longer going to be provided by the surgery and that a company from London, Concordia Health had won contract. Concordia Health, has been created by specialist consultants and GP leaders who have come together to deliver outpatient clinics in Ear Nose and Throat, dermatology, cardiology, general surgery and a range of other specialist services.

(PM) the CCG have also informed the Group that the Dementia Care Service is to cease in January. The CCG has not confirmed any future plans for Dementia patients.

4. Out of Hours Appointments (OOH)

(PM) informed the group of a new “GP Extended Hours” service opening hours in the community”. This service has been set up by a network of GP Practices within the community, which means patients will be able to see a GP, nurse or HCA for a routine appointment on a Saturday 9 – 1pm. The service will be held at Stafford Health and Wellbeing, which is a new build with plenty of parking and has an adjoining pharmacy. If the service is successful the opening hours will be extended to a full day.

PPG members suggested that to promote the service it could be advertised locally in the Staffordshire Newsletter, Express & Star and by local pharmacies.

5. WRS will be closing on a Saturday

The practice has reviewed the provision of Extended Hours and Saturday clinics, and is looking to amend in light of the changes in ENT clinics. . The extended hours will be added to the weekdays:

*Remember that patients can book appointments with a local GP or Nurse for a Saturday morning appointment at SHaW.

6. Patient Survey

(PM) The surgery are pleased with the outcome of the patient survey, 87% of all patient ratings about this practice were good, very good or excellent.

It is acknowledged that the mean percentage score is below the national average in the following areas:

1. Telephone access
2. See practitioner within 48hrs
3. See practitioner of choice

The surgery offers doctors that specialise in specific areas and offers both male and female doctors.

Audit online appointment via EMIS

Development session for staff scheduled for February to look at different ways of working.

7. Compliment

Two members of the Patient Participation Group complimented the practice on their recent experiences and improvement in the service.

8. Car Parking

Car parking remains an issue. Staff members have been asked to park at the upper end of car park so that management can monitor unauthorised visitors using the car park when they are not visiting the surgery.

9. Any other business:

10. Feedback to Doctors:-

Terminology "Come back and see me" patient take this literally, if it does not mean "see me" can doctors make their instructions clearer.

Date of next meeting 9th March 2016

HAPPY BIRTHDAY to Colin