

New Street and Netherton Group Practice
Patient Participation Group

Minutes

Saturday 15th October 2011 (2nd)

Present: Anne Tinsdeall (Practice Manager),
Jackie Grunsell (Medical Practitioner),
Jonathan Bray (Medical Secretary/ Receptionist)
Kevin Smith (Patient), Barbara Senior (Patient), Pamela Powis (Patient), Tony Walsh (Patient)
Margot Redfearn (Patient), Christine Knight (Patient), Paula Knight (Patient),
Aileen Patterson (Patient), Raphael Adesina (Patient)

Apologies: Darryl Powis (Patient), Diane Sykes (Patient).

1. Welcome and Introductions

A warm welcome and quick introduction to new members of the group

2. Review of previous minute

Reviews of minutes were proven to be a correct record of events. Margo voiced that she had looked through the sample survey discussed at the previous meeting and thought all questions were appropriate for use. New Members for the group will feedback at next meeting their views on sample survey.

Kevin Smith gave feedback on Practice Meeting held on the 19th September with members of the local Commissioning Consortium Group. The meeting had opened his eyes to the changes in local Health Care and left him with some concerns and questions as follows:

1. Would smaller GP practices be forced to merge/or be taken over by larger more profit making surgeries? AT confirmed that two smaller practices had already merged but this was their decision to do so, we do not know of any plans to force any practices to merge.
2. Would GP practices go private as did the Dentist service for certain treatments? – again we have no knowledge of this and do not think this will happen.
3. Would patients currently living outside the practice boundary be forced to change GP's? AT confirmed that any existing patients who reside out side the practice area would not be forced to change GP's. But no new patients outside our area would be able to register, if patients who are currently out of area move to a new address out of area then they would have to register with another GP.
4. Kevin concerned that due to future changes in the control of funds from the Government that complaints against GP's would increase as he had recently attended AGM locally where the amounts of complaints against Hospitals had increased . As a group we hope this does not happen but do not have control over this.

A general discussion was held around the benefits of the PPG and what benefits it could provide for the patients and practice. Suggestion from Aileen was to help organise a Weight Management class – this would save NHS funds in the future if people could manage their weight more successfully. AT to see if there are any commissioning funds available and discuss with GP's re use of building. AT to contact dietician/NL/NR/EH to see if they could attend and offer basic healthy information for patients. Another suggestion was to advertise the different types of clinics offered within the practice by either adding up to date slips to patients prescriptions and to attach these with the patient survey that will take place in December.

AT informed the group of the need to Opt-in to certain services provided and requested that they feed back the info to family and friends ie Physio Out patient appt and Mental Health Out patient appointments. A discussion took place about trying to obtain a Physio to see patients within the practice – AT informed that this had been brought to the GHCC attention and talks were underway, AT to feed back if /when any information becomes available.

Raphael commented on the "Tel Call Back Service" he had used this in itself does save appointment time, more convenient for patients. AT/JG to feedback to Practice the possibility of adding set sessions for "Tel Call Back" and informing patients of the ability to use this services.

Discussion around subject settled on that if admin asked patients when they called to book an appt if they would prefer a Tele call instead of an actual appointment this would again save GP time. Need to be certain that patients do not resent admin staff asking this question as may come across as "triage" we do not want a barrier to be put in front of patients accessing a doctors appt.

It was voiced that a couple of patients had been left without their routine medication whilst awaiting a review appointment. AT to inform GP's at next Doctor meeting to ensure this does not happen.

3. Election of Chairperson and Secretary

Jackie asked for volunteers for the above position to give the group members more control of the meetings. No volunteers came forward. Jackie will continue as chair and Anne as secretary for next meeting where again members of the group will be asked to fill the positions.

Jackie thanked all for attending meeting and scheduled next meeting for Saturday 10th December 2011 at 10am.

Meeting closed at 11:00am