

MINUTES

PATIENT PARTICIPATION MEETING

THE HESSLE SURGERY

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| LOCATION: The Surgery | DATE: 17.11.2014 | TIME: 12.30 |
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| MEETING LOCATION: | The Surgery |
| MEETING CALLED BY: | Greg Medici |
| TYPE OF MEETING: | Quarterly |
| NOTE TAKER: | Sylvia Atkins |

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| PRESENT PRACTICE STAFF: | Dr M Foulds | Greg Medici |
| | Sylvia Atkins | Joanne McWilliam |
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| PRESENT PPG MEMBERS: | Patricia Parker | Robert Golledge |
| | Linda Demejer | Peter Ellis |
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| APOLOGIES: | John Dixon | Barbara Dixon |
| | Laura Gooch | |

| | AGENDA ITEM: | ACTION: |
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| 1. | <p>Welcome – first meeting:</p> <p>Explained purpose of meetings:-</p> <ul style="list-style-type: none"> a. To create two-way communication between patients and the Practice. b. To consult on the practice’s facilities and services. c. To provide a constructive two-way feedback on patient concerns and interests. d. To support the Practice and help evaluate its services. e. To communicate to the wider community regarding information about the Practice. | GM/MF |

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| | <p>To confirm how often the meetings will be held:-</p> <ol style="list-style-type: none"> Approximately quarterly To be held during the day time whilst the colder months are upon us and then will possibly be held after 6.00pm <p>Point of contact for future meetings:</p> <ol style="list-style-type: none"> Sylvie via email: sylvia.atkins@nhs.net PPG members requested to leave email addresses at the end of the meeting to enable contact via email. | <p>GM</p> <p>SA SA</p> |
| 2. | <p>Spot on the website:</p> <ol style="list-style-type: none"> Encouraged members to go into the website to familiarise themselves and also to leave feedback and encourage other patients to leave feedback. Leaflet to assist website access provided, to speak to Sylvie if they encounter any problems. Advised that a page or two is available for members use, subject to approval from the surgery. Discussed future plans for remote clinic bookings to be available via the website. Advised GP to GP – whereby records will be transferred electronically when moving from one practice to another. | <p>GM/SA</p> <p>GM</p> <p>GM</p> <p>GM</p> |
| 3. | <p>Poster in the surgery for patients:</p> <p>PPG Poster to go up in Reception with named representatives to enable patients who wish to keep their anonymity and have their voice heard at meetings.</p> | <p>SA</p> |
| 4. | <p>Friends and Family Test:</p> <p>Discussed the new NHS formulary for recommending Friends and Family via either using a tablet secured on the wall of reception or post cards for those who prefer not to use a computer. We are currently awaiting Patient Information Leaflets, post cards and tablet to be provided.</p> | <p>GM/JM</p> |
| 5. | <p>List Closure:</p> <ol style="list-style-type: none"> Advised of list closure Currently operate a wait list in which patients are contacted as and when spaces become available. | <p>GM/MF</p> |
| 6. | <p>Premises Move:</p> <p>Discussed plans to move to larger premises which will provide</p> | |

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| | <p>benefits such as:-</p> <ul style="list-style-type: none"> a. Another clinic room which will enable more than one clinician to work at one time b. Enable the List to be re-opened as it would enable a larger registration list. c. Easier access to Community Services d. Improved parking facilities | GM/MF |
| 7. | <p>Parkview Surgery: Discussed that Parkview Surgery has requested boundary change – to not cover Hessle area - which would put more pressure on current Hessle Surgeries, which could possibly have a positive effect with the plans to move premises.</p> | GM |
| 8. | <p>Any other business:</p> <ul style="list-style-type: none"> a. Advised that we are currently awaiting Wi-Fi to be provided at the surgery courtesy of the CCG. b. Newsletter to be devised by the Practice which would provide useful information such as, contact telephone numbers, seasonal recipes and local information. Would very much like the PPG members to help provide information to go into the production. | <p>GM</p> <p>SA with help from ALL</p> |
| 8. | <p>Any Questions for the GP or Manager? None</p> | |
| 9. | <p>Thank you for attending:</p> <p>Next meeting: Monday 26th January 2015</p> | ALL |