

FOUR OAKS MEDICAL CENTRE

PATIENT PARTICIPATION GROUP MEETING – POST AGM

MONDAY 23 FEBRUARY 2015

PRESENT:

Steve Bennett (SB) Chair
Veronica Docherty (VD)
Roy Baverstock (RB)
Maureen Webb (MW)
Ganisha De Abrew (GD)
Dr Roger Gent (RG) GP Representative
Carol Morley (CM) Secretary
Wendy Brown (WB) Minute Secretary

NON COMMITTEE MEMBERS:

Philip Barnett (PB)
Frank Newton (FN)

1. WELCOME AND APOLOGIES FOR ABSENCE

Apologies were received from Sue Hubbard, Theresa Hyde, David Linehan and Vic Palmer. Philip Barnett and Frank Newton were attending as patients of the practice and were welcomed to the meeting.

2. MINUTES AND MATTERS ARISING FROM PREVIOUS MEETING (26/01/2015)

Due to time constraints, these will be carried over to the next meeting.

3. FEEDBACK AND DISCUSSION FROM IMPROVING PRACTICE QUESTIONNAIRE including

4. ACTION PLAN TO ADDRESS ISSUES

It was noted that only 299 patients had completed a questionnaire. In order to get a greater number of responses for future reports it was suggested by RB that a questionnaire be handed to the patient by the doctor at the end of their consultation, encouraging them to complete and leave with reception before leaving.

VD highlighted the key points from the survey report:

Seeing practitioner of choice – CM would check that locums are available as an option for online booking in an attempt to free up some appointments with the partner doctors. CM confirmed that partner's appointments would also remain bookable online.

Dr Gent joined the meeting at 8.00pm

Other key issues raised were opening times, waiting times and the appointment system.

RG confirmed that all doctors are utilised and that is a rare occurrence if appointment slots are not filled.

RG said that the Practice has future plans to open later on Wednesdays and make appointments available at weekends.

MW asked about the best method of cancelling appointments, to which RG confirmed that the options were to use the emergency telephone number publicised on the website, by text message for those patients who receive appointment reminders or online, if registered for patient access.

5. ANY OTHER BUSINESS

RG spoke about the Prime Minister's Challenge Fund which is designed to offer 12 hour opening, 7 days per week. There will be a Birmingham based pilot with the same operating system across the region, promoting self-help, Skype consultations and is planned to be up and running by March 2016.

RG informed the group that the ACE Excellence pilot had resulted in a 10% reduction in A&E attendances in the over 70s population. However, this pilot may not continue beyond 30 June.

CM extended an invitation, on behalf of reception staff, for members of the PPG to spend some time in reception so that they can witness first-hand the work of the reception team. CM suggested no more than two members at a time, and she would get back to the group with some suggested dates/times.

6. DATE OF NEXT MEETING

Monday 30 March 2015

The meeting closed at 8.25pm.