Minutes of the Patient Representative Group

Thursday 18th August 2016

At Stonehill Medical Centre

Present:

Dr Healey, Sandra Faulkner, Carole, Martin, Karen, Carl.

Apologies:

Stefan, Barbara, Navin, Steven, Linda, Caroline

Sandra Faulkner welcomed everyone to the meeting and in particular new member Carl.

CQC

All visits to be complete by the end of September 2016 so we are expecting notification at any time. PPG will be notified when we have the date and are invited to participate on the day.

FLU DAY

Saturday 8th October, 8 am to 12 noon; other health checks will take place at the same time. PRG commented that last year was well organised and the group are willing to be involved in marshalling again this year. High viz boleros and badges to be worn to make PRG ‘helper’ easily identifiable.

ACCESSIBLE COMMUNICATIONS

Discussed with the group. We have a responsibility to avoid creating barriers to all people – patients, carers, members of staff, visitors or others who are disabled. Our surgery is committed to provide information to the general public in accessible formats and technologies that are appropriate to different kind of disabilities. For example we have access to a translation service, people with dyslexia or who are partially sighted may have information printed in helpful formats and we have access to a sign language interpreter via Action for Hearing Loss (to be booked in advance).

APPOINTMENTS

We have listened to patients about the difficulties they experience in booking appointments with a doctor and are making some changes. We now have one doctor and at least one Nurse Practitioner doing emergency surgery, freeing up another doctor for regular appointments. More appointments will be released to book on line as will some specific nurse appointments.

Appointments are available seven days a week. Weekend and bank holiday appointments for both doctors and nurses at The Hub, i.e. The Halliwell Surgery or Deane Medical Centre. Appointments to be booked via Stonehill Medical Centre and Highfield Surgery reception.

Discussed and all agreed a good idea and a presently under-used service.

CUSTOMER SERVICE

We have listened to patients’ comments and hope you have seen an improvement in customer service, This is monitored on a regular basis and training given where necessary.

SUGGESTIONS

The Jayex call in board needs adjusting and one message correcting - new messages need adding.

Highlight to patients how many appointments are wasted each month due to people not turning up. ? to go on telephone message.

Receptionists often get questioned on the amount of information they ask patients’ for. Carl suggested that a set script may help “The doctor has instructed to take you through some set questions…” which may clarify things for the patients more.

The meeting closed at 7 20 pm.