

Drs Hegde & Jude's Practice

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Patient Participation Group Meeting Friday 19th September 2014

Attendees: Staff: Dr Jude, Dr McKinnel, Colette, Fiona, Jan, and Lisa.
Patients: Roy Hodkinson, Mr & Mrs Salcedo, D Coombes (Picton)
Thomas Cowan, George Pattullo, T Brannan, Ian Jones, Maureen Ward (Riverside)

Introduction:

Dr Jude explained purpose and importance of having a PPG meeting, Meeting with patients on a 3 month basis With the changes within the NHS it is important for patients to share their views, opinions and suggestions with the practice as the practice is all about them and tailoring to patient needs, we are very much a patient focused practice.

He explained the structure of the practice over both sites and staff introduced themselves to the patients, he explained the progression of the practice over the years and how we are moving forwards, we have progressed within IT and we are now on Facebook, Twitter and the practice website and leaflet has now been updated, the website will continue to be updated on a daily basis informing patients of any changes or news to keep them informed of what services are available at the practices. Fiona's post was explained to them, and she will be responsible for the IT and keeping it updated and patients informed.

He asked the question how we can make our Practice better. And by having these meetings and hearing patient's views we will be able to listen and make any changes.

Dr Jude was asked about the budget structure by a patient; he then proceeded to explain how the practice is funded and how budget works, how money is spent in expanding and offering extra services such as Colette explained that from October Special Health checks will be offered to patients 75 and over by the practice, these will consist of 30 minute appointments, pts will be invited in or if housebound will receive home visits, offering most care to people who need it.

●Mrs Coombes asked could the 30 minute appointments be extended to all patients, to give those with more than 1 problem to be able to have a longer appointment to deal with all instead of having to keep coming back?

It was answered that this could be a possibility in the future; Dr Jude explained the principles of appointments and wanted to hear views of offering appointments over 7 days and opening until 8pm each evening as this could be a possibility. The rate of DNAs at present is high at Picton and what guidance we could take to try and minimize this.

- Ideas suggested were email alerts and text alerts.

Ian Jones It was also asked about online appointment booking

Colette explained that on 24th February 2015 we are getting a new computer system, Emis Web which will allow patients to do this and also they will be able to order prescriptions online, and access small part of their own medical records.

It is important that these meetings are about getting patients points of view and spreading the word, a message board and a Newsletter will be set up to keep patients informed.

Suggestions made by patients:

- Could website address/Facebook/twitter details be put on right side of prescriptions.

Colette said this can be looked into for the future as at present we have about Flu campaign on and messages advising patients about this. There is only a very limited amount of space available on the prescription for practice messages.

- Could message be put on Ticker Message screen to inform patients when GP's are running late?

Colette agreed yes this can be started from Monday if they are running 30 minutes late or more.

- It was asked could message screens be Lowered in Riverside or angled to make them easier to see?

Colette will look into this to see if it can be done.

Dr Mc Kinnell suggested we invite someone to a future meeting from an established PPG to give us guidance and advice and ideas.

Colette agreed this was a good idea and will look into doing so for next meeting.

Next meeting will be arranged for December; patients will be invited in and notified of date.

END OF MEETING