



MINUTES OF RAINWORTH SURGERY
PATIENT PARTICIPATION GROUP MEETING (PIP)

Wednesday 26 October 2016 at 2.00 pm

Attendance

Staff: Julie Moyes (Practice Manager) Sharon Ridgwell (Location Manager), Dr K Wilkins

Patients: Yvonne, Val, Joan, Geoff, Emma and Sue

Apologies: Cheryl (Data Quality/IT Manager) Lynn, Lynn, Edith and Rayna

1. Minutes of Previous Meeting:

Were accepted as a true record and it was agreed to place them on the web site for patients to read.

2. Matters Arising

The new web site is up and running, Geoff asked if the web address had been published – Julie said it is included in the brochure, after discussion it was agreed that it should be promoted on the Jayex board to inform patient. Joan had had problems ordering repeat prescriptions and finding on-line appointments using a phone app. Sharon was confident that appointments are available on line, there had been a similar problem recently when another patient had reported a problem and this had been sorted out. Sharon would look into the matter.

3. Friends and Family

Would you recommend the Practice to Family and friends?

	Extremely	Likely	Unlikely	Neither	Extremely Unlikely	Undecided
August	26	9	2	9	1	1
September	4	3	1			

Last meeting it had been asked if we could find out why a patient would not recommend the Practice, this was asked again? Julie said that patients didn't have to include comments and it was less likely that negative forms had comments. Susan suggested a note be added to the form stating that if patients were Unlikely or Extremely Unlikely to recommend the practice then they should include a reason in order that we can audit the reasons.

4. Practice Manager

i) The infrastructure is still being rebuilt after the decision to cancel the amalgamation with Sherwood Medical Practice.

ii) The appointment system is being altered from 1st November, when patients requesting an appointment that day will be triaged by a doctor. There will be 10 x 3-minute appointments with each GP in the morning session which will allow the patient to speak to the GP and jointly make a decision on their best management. If the GP needs to see them they will be given an appointment later in the day, either morning or afternoon. The first 3 appointments for each GP in the morning are still available for walk-in patients that day, with the remainder being put down for a GP triage telephone call.

iii) The Practice will be conducting a Patient Survey in the New Year and Julie asked that members review a previous survey compiled by the patient group and one from the internet, discuss them at the next meeting and decide what questions we should include.

5. Appointments online

Sharon reiterated she was confident that appointments are available on-line, having dealt with a similar problem recently which had been sorted out. She would look into this post meeting.

6. Complaints and queries

Several patients have expressed difficulties when ringing the surgery, one patient held on for 10 minutes before being answered by a receptionist. Yvonne rang last week and the automated answering service did not operate the telephone just rang and rang. She also gave a print out of the very adverse comments which had been posted on facebook relating to the time it took to answer a phone. These would be passed to the Reception Staff and GPs.

7. Kings Mill Primary Health Care.

Yvonne asked why Kings Mill were unable to access her medical details. Julie informed her that not all departments were on SystemOne, therefore they didn't have the same system to access.

8. Any Other Business

Sharon had received a visit from a representative of Nottinghamshire Help Yourself Organisation and asked if the PIP group would be interested in helping set up a self-help group at the Surgery. Everyone agreed that this could prove very helpful with patients and carers to direct them towards any organisation or anyone who could help their situation. Sharon will contact the organisation to arrange a date for them to meet with the PIP group with the aim of setting up the first session in the New Year.

Next Meeting Wednesday 7 December 2016 at 2.30 pm