



MINUTES OF RAINWORTH SURGERY
PATIENT PARTICIPATION GROUP MEETING (PIP)

Wednesday 22 February 2017

Attendance

Staff: Julie Moyes (Practice Manager) Sharon Ridgwell (Location Manager)
Patients: Geoff – Chair in Lynn’s absence, Yvonne, Joan, Edith, Emma, Sue
Apologies: Cheryl (Administration Manager) Lynn, Lynn, Val and Rayna

In the absence of Lynn (Chair), Julie proposed Geoff be elected Vice-Chair, this was unanimously agreed.

1. Minutes of Previous Meeting:

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

2. Matters Arising

The website has been amended – booking appointments online now has its own button again. The new appointment GP telephone triage system seemed to be going well; two of the group members had heard one complaint each about it. We were asked about the stopping of Paracetamol on prescription, GPs are only prescribing now for those patients taking it regularly - it was asked how much it would save. Julie explained that the cost of Paracetamol on prescription was much higher than the cost in a supermarket or pharmacy – she would get figures from primary care pharmacist who works with the practice.

3. Friends and Family (FFT)

Would you recommend the Practice to Family and Friends?

	Extremely Likely	Likely	Unlikely	Neither	Extremely Unlikely	Undecided
December	2					
January	2	2				

4. Practice Manager

- i) The proposed Patient Survey - Geoff pointed out that some questions on the form which had been reviewed were not relevant, these would be discussed and relevant questions included. Julie would like to agree a week to hold the survey and asked for help from PIP members to speak to patients and help fill in the questionnaire with them if needed. This would also be a good opportunity to promote registering for Online services – current level 20%, this has improved recently but we need to get to 25% before 31 March 2017 to meet DoH target. Yvonne, Emma and Joan volunteered to stay, with Sharon and Julie, after the meeting closed to work through the questions.
- ii) The practice had just been in a meeting with the CCG and one of the areas reported on was the National Patient Survey when the practice had an overall Amber rating for the Patient Experience & Practice information.

5. Bank Account

Joan had received a letter from HSBC saying that with regard to the inactivity of our bank account and to prevent fraudulent use they were planning to close the account, giving two months’ notice. If they hadn’t heard by 1 April 2017 any credit balance would be transferred to their ‘unclaimed balances’ account – these could be reclaimed at any time. Joan had brought the letter to the surgery when it was received and seen Julie, also Geoff who was there at the time, they discussed it and suggested moving the money to the Post Office, therefore Joan had been to the Post Office to see what accounts were available. There seemed to be two possible accounts, the best one needed £500 to open it, we were about £70 short but thought it worth making this up and then taking the money back out – it didn’t have to remain at £500 once opened.

It was agreed to close the HSBC account and move the money into the Post Office; this would also make it more accessible. Joan will contact HSBC and ask the process of closing the account and how we get the money from it. We will then look to put it into a Post Office account.

6. Complaints and Queries

Lynn and Geoff were most upset when Lynn received mail from the surgery with an address label which included all her personal details, ie NHS number, Date of Birth, registered GP. Julie and Sharon sincerely apologised for this and following the meeting would be investigating what had happened, audit to find out who had done it and ensure this never happened again.

7. Correspondence

Yvonne had responded to an e-mail from Julie McIntyre, vice-chair of the Citizens Reference Panel and PPG representative on the panel, who had offered to come to a future meeting of the PIP group, although Yvonne had e-mailed Julie with dates of forthcoming meetings she'd had no reply as yet. Jon Stevens, a representative of Cancer Research UK, will be attending the meeting 24 May 2017.

8. Any Other Business

Julie was asked if the new housing developments taking place in Rainworth would affect patient numbers, there were to be another 100 houses behind the ones (180) just being developed on Warsop Lane. It would be bound to have to impact on patient numbers with the extra housing, as well as car parking and traffic through the village.

Geoff asked if parents had any misgivings about the new appointments system triage when dealing with their children and had there been any negative feedback. Julie assured him most patients were very happy with the new system, speaking to a GP earlier in the morning and being offered an appointment should it be needed, children would always be seen if the GP felt it necessary.

Date of Next Meeting: Wednesday 5 April 2017 at 2.30 pm