



MINUTES OF RAINWORTH SURGERY  
PATIENT PARTICIPATION GROUP MEETING (PIP)

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Wednesday 9 December 2015

Attendance

Staff: Julie Moyes (Deputy Practice Manager, SMP), Matt Doig (Sherwood Medical Partnership, Executive Manager)

Patients: Yvonne, Lynn, Geoff, Joan, Emma and Edith

- 1) Apologies: Cheryl Murray (Administration Manager, SMP), Lynn, Rayna, and Val
  
- 2) Minutes of Previous Meeting:  
Were accepted as a true record and it was agreed to place them on the partnership web site for patients to read.
  
- 3) Matters Arising:  
The CQC report for Rainworth Surgery is available on the CQC website, it is difficult to find but is under historic registrations.  
Matt hopes that the ongoing problems with the 'phone system can be rectified by changing to one more user and patient friendly, the same one as Crown and Farnsfield already use.  
Staff name badges appear to be more visible.  
Doctors' appointments at Farnsfield are being used more widely but the nurse's appointments are still not fully used.
  
- 4) Friends and Family:  
Response during October and November was improved with mostly positive results, with good comments when referring to the doctors and staff. Negative comments were about the length of wait for appointments and the phone system.
  
- 5) Executive Manager:  
It is planned that the GP Contract and patient list will merge in April 2016; this will mean a full merger of Rainworth Surgery into Sherwood Medical Partnership under one contract and one list.  
Currently if patients are seen at Farnsfield or Crown, on a Saturday for example, their record is available to the GP or nurse by logging on to the Rainworth Surgery system. Merging the list will mean that all patients are on one system. GP's, nurses and staff at all three surgeries can access both systems, however, administrative tasks these have to be run separately on each system.  
NHS England are very clear that patients have to be informed of this change and consultation events held, although patients will not notice any change once this happens. A notice will be sent via text to patients, where possible, at all three sites and leaflets will be available in surgery. Information will also be posted on the website.  
The Reception counter is now being kept open during lunchtime when staffing permits, there was some concern expressed as to what happened if patients were used to this and one day found it closed. Patients can always try the side reception door; however, the counter will remain open unless there were an extreme situation when a note would be put on the shutter.  
There is a vacancy for a representative from Rainworth Surgery on the CCG, Stakeholder Reference Group; however, no one showed any interest in attending.

6) Complaints and Queries:

Yvonne expressed concern as she had heard that a mother of a 3 week old baby, born by caesarean section, was told her concern for her baby was not an emergency and advised the mother to use the walk--in centre.

She felt that sometimes the young and inexperienced receptionists need further training in how to deal with these situations.

It was confirmed that reception staff should not offer opinions to what may, or may not, be an emergency and babies and young children should always be seen more urgently as their condition can change so quickly. This would be reported to the Location Manager to pass on to the staff.

7) Pharmacy:

Before the meeting officially started the new Pharmacist and Pharmacy Manager spoke to the meeting. They have been working long and hard to improve patients' experience since they came into post on 1 October 2015. They have also applied to have a re-fit of the pharmacy with a view to enlarging their working space.

8) Correspondence/Communications:

An e-mail has been received from CCG with an offer of help to the PIP group, to see if there was anything they could suggest which might help the group develop further and increase membership. It was agreed that we invite them to a meeting to discuss what they can offer.

Next Meeting: Wednesday 27 January 2016, at 2.00 pm