

MINUTES OF RAINWORTH SURGERY
PATIENT PARTICIPATION GROUP MEETING (PIP)
Wednesday 17 January 2018

Attendance:

Staff: Leigh Nash (Practice Finance Manager)

Patients: Lynn, Geoff, Edith, and Yvonne

Apologies: Cheryl Murray (Administration Manager), Joan, and Emma Sharon Ridgwell (Location Manager)

1) Minutes of Previous Meeting:

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

2) Matters Arising:

The situation with the banking has not changed

Geoff asked a receptionist, about Permission Forms that entitled carers etc to be able to act on a patient's behalf, but they were unaware of their existence. Leigh says that all receptionists are now aware of the form and suggests a poster could be placed to inform patients and their carers of their availability.

The new text system will be trialled in February where Patients will receive a text giving them the option to cancel their appointment.

The suggestion box has been moved to a more suitable position.

3) Practice Manager:

Extended Hours are to be provided by Abbey and Crown Practices every evening 6.30 p.m. until 8.00 p.m is now operational.

The Practice is using agency nurses to cover Hazel's maternity leave.

When a patient requests a home visit, the situation is assessed, and where necessary PICS service is used this is proving to be successful with a Nurse Practitioner visiting, and can be quicker than waiting for a doctor to visit.

6) Complaints/Queries:

Lynn, during December, had trouble ringing the surgery after receiving a text asking her to make an appointment. Leigh explained that because lots of texts have been sent at the same time he suspected that the telephone system had be overloaded.

Next Meeting Wednesday 28 February 2018 10.45 pm