



MINUTES OF RAINWORTH SURGERY
PATIENT PARTICIPATION GROUP MEETING (PIP)

Wednesday 27 January 2016

Attendance

Staff: Julie Moyes (Deputy Practice Manager, SMP), Sharon Ridgwell (Location Manager, Rainworth)

Patients: Yvonne, Lynn, Geoff, Joan, and Val

1) Apologies: Cheryl Murray (Administration Manager, SMP) Matt Doig (SMP, Executive Manager), Lynn, Rayna, Emma,

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

- i) Merging systems: two people had attended an open event and expressed concerns as to how this would affect them, but after talking to Surgery staff any fears they had were allayed. GP's and Matt attended a meeting with NHS England and we are awaiting their report.
- ii) Problems with the small baby have been sorted after conversation with the mother.
- iii) Pharmacy: Geoff reported he had started using the pharmacy again and was extremely pleased with the service he received. Julie had also had a positive report from a patient about the pharmacy and how much it had improved. Sharon felt that communication between the Surgery and the Pharmacy had greatly improved. This will be fed back to them following the meeting.

4) Friends and Family:

There have been 5 responses, 3 were extremely likely to recommend to family or friends and 2 likely.

5) Executive Manager:

It is with great regret that we heard Matt is leaving the partnership to work nearer to his home having worked in this area for 6 years. We wish him all the best in his new job.

Contingency plans are that Julie will move to Crown Surgery and take on the role of Interim Executive Manager, assisted by a PA who had just been appointed prior to the news. The situation will continue to be reviewed.

Viv (Practice Nurse) is retiring in April. The post is being advertised and the hope is to appoint an experienced and well-qualified replacement.

6) Complaints and Queries:

Edith enquired, via e-mail whether there was a catchment area for the Surgery. Julie explained that in the past the boundary extended to Carter Lane, Eakring Road, Windsor Road, Lichfield Lane continuing towards Rainworth, and whilst keeping existing patients from these areas Rainworth is not accepting new patients from there, this is limited to those living in Rainworth and Blidworth. The exception is if someone moves into a home where a patient is already registered, for example if they got married. They would be advised that if at some time in the future the practice had to review its boundaries they may be asked to register elsewhere.

Rayna, via e-mail, asked whether it would be possible to delegate parking spaces solely for patients as parking continues to be a problem. Julie said this would not be feasible.

A.O.B Geoff queried the time scale when ordering prescriptions on line to when they would be available for collection from reception. He always thought it was the next day after 2.00 pm but the web-site said to allow 2 working days. Julie explained that Sherwood Medical Partnership have the 48-hour policy and want all three surgeries to offer the same service ie two working days, Julie thought that Rainworth at the moment were still able to prepare them quicker, however, working as the SMP protocols are introduced this may change to 48-hour with volume of work.

Next Meeting: Wednesday 13 March 2016, at 2.00 pm