

# **BLUE DYKES PATIENT PARTICIPATION GROUP**

## **Meeting minutes**

**Date: 5 May 2011**

**Present:** Dr T.George (Chair) J.Kirby (Secretary) D.Needham (Treasurer) K.Slack, H.Mallender,R.Butler,P.Greenwood,J.Slater,B.Flude,J.Ainsworth,J.Poet,R.Unwin,J.Wilson,A.Small, P.Briggs.

In Attendance : C.Bateman

**Apologies:** Mr Parker

**1. Approval of Minutes:** Minutes from 10<sup>th</sup> March distributed and accepted as a true record.

### **2. Matters Arising :**

1.Membership of NAPP was discussed. The annual fee of £30 is due and should be paid from PPG funds. The Treasurer stated that funds were currently £63.25. It was agreed that we should continue membership and Treasurer will arrange this with K.Slack.

2.Newsletter. J.Poet presented a draft newsletter that was well received by Group members Ideas for inclusion were : introducing Practice staff ( medical and non-medical), opening hours, topical items, a forward by Dr Mann, text –messaging for appointments and PPG events.

3.Name Badges.( As suggested by R. Unwin) Members thought this a good idea. The surgery is planning to introduce them for staff and would order a few (6) for us by PPG members. The badges would be inscribed ‘PPG Member’.

4. Younger representation. J.Slater is concerned that younger patients are not represented on the PPG. She would continue to look at ways to include such patients.

### **3: New Business**

1.Patient Focus Group. Eight Blue Dykes patients attended a meeting on 4<sup>th</sup> May at Clay Cross Hospital sponsored by the PCT. The PCT was keen to get patients’ views on what concerns them most about Blue Dykes.The appointments system and reception were the common areas of concern and discussed by the Group.

2.Appointments. After hearing about the Focus Group a discussion evolved about the system at Blue Dykes. DNAs continue to be a problem. A system called ‘Doctors First’ was discussed. The Practice is to have a presentation about this method on 9<sup>th</sup> May.

3. Confidentiality at reception. Patients can often be heard when speaking to the receptionist and giving name/age/address as required by the PCT for identification. A room is available if a patient wants to give this information privately, or it could be written down. J.Poet suggested a pro-forma be made available in the entrance foyer. This topic could be explained in the Newsletter.

4. Patient Participation Directed Enhanced Services (DES). Dr George presented a document explaining the proposed implementation of DES and asked for ideas from the Group to be discussed at the next meeting.

5. Reception. A.Small gave an example of poor people skills shown by a Practice young receptionist. Although correct in the information the receptionist gave, Mrs Small felt it could have been given in a friendlier manner. H.Mallender said that staff were taking NVQ training in people skills to improve patient contact.

6. Pharmacy Survey. Mr Greenwood said he had received a letter purporting to come from the surgery that was in fact from a Pharmacy Technician about his tablets. Dr George was aware this survey was being undertaken and it came via the PCT.

Minutes compiled by J.Kirby.

**Next meeting: Thursday 9<sup>th</sup> June at 7.30pm**