

## **Blue Dykes Surgery - Patient Participation Group**

### **Minutes of the meeting held on 2<sup>nd</sup> April 2008**

Present: Mrs P Morton, Mr J Morton, Mr E Keeton, Mr R Cowen, Mrs J Slater, Mrs K Taylor, Mrs C Fletcher, Mr A Jess, Mrs A Small, Dr T George (Partner), Mrs V Shelton (Practice Manager), Mrs C Holmes (Assistant Practice Manager) and Mrs K Willetts (Receptionist).

Apologies: Mrs M Clay, Mr I Clulow, Mrs W Heading, Mrs S Twigg and Mr J Winter.

Dr George welcomed everyone to the inaugural meeting of The Patient Participation Group and handed out information packs. She stated that the group would be a useful link between the surgery and its patients. Although she planned to be involved for the foreseeable future, she hoped that patients would "own it" for themselves. PPG's are well established nationwide and there is a National Association for Patient Participation which has a good website – [www.napp.org.uk](http://www.napp.org.uk). The group may wish to become allied to NAPP.

### **Roles**

It was agreed that Dr George would be chairman of the Group.

Mr Keeton offered to take the minutes at future meetings.

Mr Cowen and Mrs Fletcher volunteered to take charge of a PPG notice board in the waiting room. Some members of the group did not want to have their contact details on the notice board but Ms Small was happy to have her mobile phone number displayed as a point of contact for the Group. The minutes of the meetings would be displayed on the notice board along with useful information for patients.

### **Aims**

Dr George said she had promoted the idea of a PPG because she and her colleagues wanted patients to become more involved with the Practice. She made it clear that it was not politically driven. A discussion took place as to how much influence the group would have. Dr George hoped that the members of the group would represent the patients and feedback comments and suggestions; it would be a forum to bring things out into the open. The Partners would value the Group's views.

## **Introduction to the Practice**

Dr George explained that the Practice Manager and the partners meet every 2 weeks to discuss the running of the Practice. All the partners are involved with the major decisions and, where appropriate, consultation takes place with the practice nurses and office staff.

Directives are received from the Government and the Primary Care Trust; some of the directives affect patients.

Members of the group were given a guided tour and were surprised at the size of the building and how much work is done behind the scenes. They felt it would be a good idea to have an open evening for patients and that it would lead to better relationships between the surgery and its patients. This is to be discussed at a future meeting.

Dr George explained that there are 5 partners (Drs Dilley, Mann, Fowler, Wayman and George) and 2 part-time salaried GP's (Dr Cotterell and Dr Kerry). Blue Dykes is a Training Practice with Dr Mann and Dr Wayman being the trainers. There are usually 2 registrars working at the surgery and whilst they are qualified doctors, they are training to be GP's. These doctors are regularly monitored by the training partners. The training comprises 4 months at Blue Dykes followed by a spell at the hospital and then a further 8 months at the surgery. Currently the registrars are Dr Aye and Dr Bhatt.

It was suggested that it would be a good idea to have all the doctors' names displayed in reception.

The members of the Group expressed the view that they are satisfied with the surgery except for the lack of appointments and the new telephone system. Dr George stated that the main reason for the introduction of the new telephone system was patient feedback. However, she agreed that there were problems. The main complaints were the cost of calls and the time taken to speak to someone. In response to a question on whether the Practice made a profit from the calls, Dr George explained that there had been a considerable investment to implement the system and that there was very little profit from the cost of calls. It was decided that the telephone system should be the main topic for the next meeting. It was suggested that members may wish to contact the following surgeries for examples of there welcome messages and procedures:

St Lawrence Road Surgery, North Wingfield Tel. (01246) 851029  
Whittington Moor Surgery, Tel. 08444 773 305

## **Boundary**

The area which the Practice covers has not been altered for many years and only included Clay Cross. It has been decided to enlarge the area to encompass North Wingfield and New Tupton as they are poorly served.

Each GP is allowed around 2500 patients although the national average is 1900. Blue Dykes has 1700 patients per GP. If the Practice list grows the partners will consider adding extra surgeries as they do not want to dilute services.

The Government is asking doctors to work additional hours which they are not against but, they are unhappy at the way this is to be introduced. They feel it could result in doctors seeing patients when they were overtired.

## **General Practice Survey**

Dr George and Mrs Shelton explained the purpose of the recent survey and its findings. Mrs Shelton gave a detailed description of the appointments system and advised the group to take a Practice Newsletter as this covered it well. Nationally the average number of appointments offered per patient per year is 5; at Blue Dykes we offer 12 appointments per patient per year.

The questionnaire covers a wide range of topics relating to patients' involvement with the surgery and their doctor. The survey is undertaken each year and the one for 2008 took place in February. Overall the results for this year showed there had been improvement. In most areas the findings were good but there were also some disappointing results and a plan is in place to address these issues. Some members took away copies of the results to study in more detail.

## **Any Other Business**

It was agreed to hold future meetings on the first Thursday of each month with the next one on 1<sup>st</sup> May at 7.30pm.

Dr George thanked everyone for coming.

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