

Blue Dykes Patient Participation Group

Minutes of a meeting held at Blue Dykes on Thursday 2nd April, 2009

1. Attendance

Christine Fletcher. Ted Keeton (secretary). Katie Slack. Wendie Heading. Anne Small. Anna Marie James. Ron Butler. In the absence of the Chair, Ann Small, Vice Chair took the meeting.

2. Apologies

Dr Tara George (chair). Roger Cowen.

3. Meeting held on 5th March 2009

The minutes were adopted as a true record.

4. Matters arising from the minutes of meeting held on 6th November 2008

a) Advanced booking reminder system

No progress has been made.

b) Phlebotomy service

There has no progress save to say that the Clay Cross service is due to close in May. It was proposed that the group should write to the PTC expressing concern in the delay in replying to the practice' proposals to implement their own system.

c) Formulation of care plans

In the absence of the Chair, there was no discussion.

5. Matters arising from the minutes of meeting held on 5th March 2009

Appointments

The Practice Manager, Katie Slack outlined the results of current research. The practice has worked on historical data which suggests that the practice allows 3.5 appointments per patient per year as against the government target of 5. Katie Slack has undertaken to take urgent steps to research and address the situation as a priority to ensure that the practice meets the government target of 5 appointments per patient per year.

6. Practice news

a) The chair, Doctor George, is expecting a child in August and will be leaving on maternity leave at the end of July. She will be replaced within the practice. In the interim, Doctor Mann will sit in group meetings to provide the management perspective.

b) A new registrar, Doctor Hazel Wachoup started on 1st April.

c) A new partner, replacement for Doctor Dilley, has been appointed with effect from 1st June 2009. Doctor Claire Shell will be joining the practice from Ashover. Doctor Aye will leave at the end of May.

d) Katie Slack introduced the results of the patient survey held in February 2009. The report had been returned by the evaluating company and indicated that whilst clinical care was good, all other ratings were lower than the survey held last year.

The survey is used by the practice management to formulate an action plan for the forthcoming year. The current year's plan will be under three headings:

Clinical training

Receptionists (standard and training)

Availability of appointments.

The action plan is submitted to the PTC. Members of the group, baffled by the intricacies of the system asked if a member of the management team would give a short presentation at a future meeting. The practice manager agreed and indicated that an illustration of the Quality and Outcomes Framework might help.

Members of the group also volunteered to help in future surveys.

7 Any other business

a) Ted Keeton related complaints from two patients regarding the strength of the springs on the outer doors of reception and their difficulty in opening the doors. Katie Slack replied that those doors are fire doors and have to be heavily sprung but that she would look into possibility of easing them.

b) The membership of the group is not growing and, at the present time, is not representative of the patient body. All members of the group and of the practice are asked to target suitable prospective members.

8. Next Meeting

The next meeting will be held at 7.30 p.m. on Thursday 7th May 2009 at the Surgery. Apologies and/or items for the agenda to the secretary on 01246 590191 or by email to ted@border-collies.demon.co.uk .