

SANDY LANE SURGERY
PATIENT PARTICIPATION GROUP
MINUTES OF MEETING HELD 12.11.12

Present

JT, JC, MT, RT, SH, KF, BM, PO, RM

Not Present

HC, LB

Apologies

UK

Minutes of the meeting held 06.08.12 were read and agreed.

MG has resigned due to family and business commitments; we wish him well and thank him for his contributions to the Group.

The meeting was started off with the drawing of the winning raffle ticket for the hamper with all the proceeds being donated to the Royal British Legion.

Winning ticket was - White 836-840

SH went on to discuss the chemist survey which she has done, she has emailed the results to JT who will contact Neighbourhood Direct who do the website so they can contact the chemists who wish to advertise on the web pages.

The group then went on to discuss the survey.

Overall the results of the survey was very good and below is a brief summary of the results

- 1) INDIVIDUAL GP/NURSE – VERY GOOD-GOOD
- 2) Q35 - MORE ADVERTISEMENT ON WEBSITE
- 3) USE OF EMAIL I.E.CIRCULARS GIVING INFORMATION
- 4) CHECK IF POSSIBLE TO SEND MESSAGES RE APPOINTMENTS TO LANDLINE NUMBERS
- 5) Q8 - 42.8% HAVE TO WAIT UPTO 30 MINUTES CAN THIS BE CHANGED – DR Q
APPOINTMENT GIVEN OUT DIFFERENTLY
- 6) Q9 – KEEP PATIENTS INFORMED OF EXTENDED DELAYS
- 7) Q10 – DIFFICULT TO GET THROUGH ON PHONE – ONE RECEPTIONIST NOT ENOUGH –
CAN BE QUITE BUSY AT TIMES
- 8) IMPROVE WEBSITE BOOKING SYSTEM

- 9) CHECK WHY SURGERY CLOSURE ON 4TH WEDNESDAY NOT ADVERTISED ON WEBSITE IN APPROPRIATE PLACE IE CLINIC AVAILIABILITY
- 10) Q31 – WRITTEN LEAFLETS SET UP NEWSLETTER. KF, SH AND JC
- 11) PROMOTE AND PUBLICISE MINOR ILLNESS CLINIC – NEWSLETTER AND WEBSITE
- 12) TELEPHONE CONSULTING DOING WELL – RECEPTIONIST PROMOTE IT WELL – PATIENTS HAPPY TO USE THIS SERVICE
- 13) 94% HAVE FAITH IN DOCTORS – VERY GOOD
- 14) NOT HAPPY WITH CHAIRS – LONG WAIT – ARM SUPPORTS – HIGH BACKS
- 15) CAR PARK NOT LAID OUT PROPERLY – NO LIGHTING –SAFETY ISSUE RING MDC
- 16) BRAMBLES IN CAR PARK – RING MARK TO CUT BACK
- 17) PROMOTE TELEPHONE CONSULTATIONS - ASK GPS HOW THEY WOULD LIKE THIS TO BE DONE
- 18) CONTACT JC – RE LIFE CHANNEL IS IT POSSIBLE TO ADVERTISE WEBSITE AND OTHER ISSUES
- 19) MORE MAGAZINES IN WAITING ROOM
- 20) SUGGESTION/COMPLAINTS BOX ON RECEPTION
- 21) ADVERTISE COMPLAINTS PROCEDURE
- 22) PROMOTE SIX MONTH PRESCRIPTIONS
- 23) PROMOTE REPEAT PRESCRIPTION COLLECTIONS BY CHEMISTS – SH

As you can see there were many suggestions made, members of the group have agreed to do a newsletter and this will be viewed at the next PPG meeting in February.

The complete summary and action plans from the survey will be discussed in February with the results etc being put on the website.

The meeting was then closed.

Dates of next meetings - Monday 04.02.13 at 6pm (Finalising PPG Survey/Newsletter/Complaints/Significant Event Reviews)

Monday, 13th May 2013 at 6pm

Monday, 5th August 2013 at 6pm