

Chilwell Valley & Meadows Surgeries

Patient Participation Group Meeting and AGM

Monday 4th March 2013 at 6.30pm

Minutes

1. Present – Glen Swanwick (Chair), Martin Stockdale (Vice Chair), Malcolm Pattman, Doug Harper, Norma Carless, Sheila North, Susan Bexon, Dr Dick Churchill, Dr Jim Threlfall, Linda Allum, Nick Shelley, Mike Lewis, Dr Dick Churchill

2. Apologies

3. Minutes of Last Meeting and Matters Arising

Ed has been updating the websites and would welcome any feedback if anyone finds anything else that is incorrect or out of date.

Online cancellation of appointments has been fixed.

The practice has looked at the request for online booking of blood test appointments but due to issues with forms has decided not to go ahead with this at present.

There are no plans to allow patients online access to their own records at this time.

The practice has discussed the online booking of same day appointments but will not go ahead with this as it is felt that this would disadvantage those patients without internet access. Access to the practice Wi-Fi for patients in the waiting room is being arranged.

The poster which Maria has designed for the group has been amended and will be put up in both surgeries with the date of next meeting added.

The partners discussed telephone triage at the last partners meeting. Further audits are needed and a request for funding is being prepared.

4. Terms of Reference

These were approved and signed by the chairman and vice chairman.

5. Election of Officers

The following rules for nomination and voting were agreed:

Voting is open to those patients attending the meeting and any registered patient is eligible to attend.

Two months notice will be given of the date of an AGM and election of officers.

The term of office will be one year and officers can continue if re-elected.

A quorum will be four patients plus the officers already in post.

Voting will be by a show of hands unless the majority request a secret ballot.

Only voting in person will be allowed.

After proposal by Mike Lewis and seconded by Sue Bexon, by unanimous vote, Glen Swanwick was re-elected as Chair and Martin Stockdale as Vice-Chair.

Nominations will be sought for a secretary for the group.

6. Results of the Annual Patient Survey

The results of the patient survey were discussed. Thanks were given to Dr Churchill for undertaking the survey and producing the results. The following action plan was agreed:

1. There will be active recruitment to the group and the e-mail group.
2. A profile and photograph board for the doctors at each practice will be displayed. (Subject to approval at the next partners meeting)
3. A feasibility study will be undertaken with a view to trying a system of telephone triage.
4. Online booking of appointments will be further promoted to patients.

Update of actions from last years patient survey – One of the actions was to look at the amount of DNAs but this has not been done as the practices feel that this is not really a problem for them at present.

7. The Tram (Valley Surgery)

No further updates at present. Recent gas main works had resulted in some vans being parked in Valley car park, but these were removed when asked.

It was noted that the car park markings at Meadows are faded and need re-lining.

8. Reports form Nottingham West CCG Patient reference Group

There is a meeting next Wednesday.

9. Any Other Business

New automated front doors are being fitted to both surgeries shortly to facilitate disabled access.

9. Date of Next Meetings

Monday 13th May at 6.30pm at Meadows Surgery

Monday 1st July at 6.30pm at Meadows Surgery

Monday 2nd September at 6.30pm at Meadows Surgery

Monday 4th November at 6.30pm at Meadows Surgery

Monday 6th January 2014 at 6.30pm at Meadows Surgery

Monday 3rd March 2014 at 6.30pm AGM at Meadows Surgery