

**Roslea Surgery**  
Minutes of meeting held:  
9<sup>th</sup> February 2012 at  
6pm

**Attendees:**

Dr Helen King  
Paula Ord  
Mr Andrew Wareing  
Mr Roy Andrews  
Mr Brian Moore  
Mr Peter Day  
Mr Robert Gore  
Mrs Marie Stewart  
Mrs Averil Sparrow  
Mrs Vivienne Henderson  
Mrs Alma Borsey

**Apologies:**

Mr & Mrs Pradip Nayee  
Mrs Valerie Burke  
Mrs Agnes Smith  
Mr Terry Bayes

**Type of Meeting:**

Patient Participation Group Meeting

**Introduction:**

Paula Ord introduced herself to each member as they arrived, receptionist, Dawn, played hostess and provided much needed hot beverages. Paula introduced Dr Helen King, PPG lead for the practice and Dr King asked for each member to introduce themselves to the group which they did. We found that there are a diverse group of people who attended, some who have been patients for a long time and some who are relatively new to the practice.

**Item 1: Appoint a chair person**

It was decided that Dr Helen King be chair for our PPG meetings.

**Item 2: Discussion on items to be included in a patient questionnaire.**

This was a very open and frank discussion regarding concerns, opinions and feedback on pressing issues for patients at Roslea. Many items were brought up, including: appointments system, emergency triage, home visits, DNA policy, patient confidentiality, prescriptions, and parking.

Dr King was able to relay the protocols which are set for each of these topics and it was mentioned that we could make some of this information more widely publicised to our patients.

It was also mentioned that the Flu Clinic had one or two problems this season and concerns were relayed regarding safety and the limited room, both inside and outside the surgery. Dr King expressed that due to complaints from patients the previous year we felt that it was worth trying something different.

Items to be included in the patient questionnaire will predominantly be the appointments system to include triage and telephone consultations

**AOB:**

Mr Day aired concern regarding the prescription ordering service on-line. This service is not available at present and Paula will look in to this and feedback at the next meeting.

Dr King suggested a website for more information regarding the benefits of a Patient Participation Group and ideas on what input patients can have using the PPG, for example; fundraising. The website is: [www.napp.org.uk](http://www.napp.org.uk)

Mr Wareing brought up some concerns about the manner in which some receptionists speak to patients who are asking for information.

Mr Day brought prescription waiting time up for discussion. Paula reassured all that if a patient was in need of medication at any point, a prescription would be ready the same day. For re-ordering regular prescriptions a 48 hr turn around is needed so the GP can scrutinise the medication and make sure the medication the patient is taking is correct

Many members suggested we include a note on the back of the prescriptions about services the local chemists offer. This is not something the practice can advertise but a message suggesting patients contact the local pharmacies to see what services are on offer could be added to the reverse of the prescriptions.

#### **Action items:**

- 1) Paula to provide a figure on how many hours are lost each month through non attenders and feedback from members on ideas how to reduce this number
- 2) Paula to look in to prescription ordering on line to make sure this is not described as an available service
- 3) Dr King and Paula to address the issue of the manner in which receptionists relay information to patients.
- 4) Paula to liaise with receptionists and partners for ideas on patients receiving test results, medical information who have presented at the desk and require some privacy. Members to bring ideas to the next meeting for further discussion.
- 5) Patient questionnaire to be drafted and circulated to a percentage of the practice population – questionnaire to include: on-line prescription ordering service & availability of appointments

#### **Summary**

I would like to thank all of you that came along to the meeting. I felt it went very well and was very productive. I very much look forward to seeing you at the next meeting which will be held on: **Thursday 29<sup>th</sup> March 2012 at 6pm.**

Thank you.

