

**Roslea Surgery**  
Minutes of meeting held:  
28.6.2012 at  
6pm

**Attendees:**

Dr D Cheung  
Paula Mason  
Mr Andrews  
Mr Moore  
Mr Day  
Mrs Kelly  
Mr Wareing  
Mrs Sparrow  
Mrs Boardman

**Apologies:**

Dr H R King  
Mr & Mrs Nayee  
Mrs Henderson  
Mrs Stewart  
Mrs Millward  
Mrs Borseley – has now left PPG  
Mr Gore  
Mr Bayes

**Type of Meeting:**

Patient Participation Group Meeting

**Introduction:**

Unfortunately Dr King was unavailable to attend the meeting so Dr Cheung very kindly offered to stand in as chair person. Introductions were made after light refreshments were offered.

**Item 1: The minutes of the last meeting**

Dr Cheung read out the minutes of the last meeting and the following items were discussed:

**DNA information**

Mr Day pointed out that there was an error in the calculations regarding hours missed through DNA's appointments – Paula will amend this accordingly.

**EMIS WEB**

PPG members informed that the "GO LIVE" date for the new computer system has been delayed – will keep members updated as we go along.

**Disabled parking**

Members informed that our application for a disabled parking space has been rejected. Mrs Smith queried who we had spoken to and suggested we get a signed letter from patients to present to the council.

**Item 2: Strike Action**

Dr Cheung outlined the reasons behind the planned strike action. On 21.6.2012 all routine appointments were cancelled and an emergency service only was provided. As the strike action took place on a Thursday (normally half day opening for most GP practices) there was little impact on the general public.

### **Item 3: New Appointment System**

Dr Cheung outlined the new appointment system which is:

- 1) More “on-the-day” appointments available for each doctor.
- 2) The on-call/emergency doctor will still have routine on-the-day appointments – previously the on-call/emergency doctor did not see any routine cases, this meant that for a part-time doctor they potentially could only have one routine surgery in a week.
- 3) Patients still have the option of booking ahead – we offer a small amount of appointments bookable one week in advance for all the doctors

Dr Cheung outlined the reasons for the new appointment system. Patients were getting very frustrated at trying to contact the surgery at 8.15am, hearing an engaged tone for 20 minutes and there being no appointments left once they had been able to contact the surgery. Dr Cheung also informed members that we are currently looking in to upgrading our telephone system for enable more lines/calls to get through at one time.

### **Item 4: New patient questionnaire**

It was agreed that the previous patient questionnaire was quite vague. Therefore a new draft questionnaire will be put together for input from the members for the next meeting. Any suggestions would be gratefully received prior to week commencing 28.8.2012!

### **Item 5: Booklet & Website**

PPG members to feedback on ideas for the Practice website and booklet to update and modernise them.

Dr Cheung suggested advertising PPG in the booklet. Paula will send each member a copy of the booklet with the minutes of the meeting.

### **Item 6 – CCG**

Unfortunately Mrs Henderson was unable to attend therefore this item will be put on the agenda for the next meeting.

### **Item 7 – PPG in other surgeries**

Mr Wareing has been researching other PPG’s in surgeries and found a website called [www.napp.co.uk](http://www.napp.co.uk) with suggestions & tips for appropriate ideas on getting the most from a PPG. Members were asked what time commitment they are prepared to give. Ideas for fundraising, health awareness evenings etc to be discussed at next PPG meeting. Members asked to feedback what time they have to commit to such events in organising and implementing fundraising and health awareness meetings.

### **Item 8 – Surgery Closures**

Some members were concerned that surgery closures, for training etc, were not wildly publicised and patients were travelling to the surgery to collect scripts etc to find the surgery closed. Ideas for solutions were; messages on reverse side of scripts, info on website, posters for reception and a new notice board for outside the building.

### **AOB:**

The suggestion box could do with brightening up. People don’t realise it is there!

## Action items:

- 1) Paula to amend DNA figures to actually add up!
- 2) Paula to speak to Practice Manager to get council details for disabled parking request and liaise back to PPG meeting in September.
- 3) Paula to liaise with Partners and PPG members on patient questionnaire and have draft copy available for comments at next PPG meeting
- 4) Paula to contact Neighbourhood Direct to advertise PPG in booklet
- 5) Paula to add agenda items to meeting to be held on 27/9/2012
- 6) PPG individuals to inform members of time available to commit to new projects & ideas for new projects for next meeting
- 7) Paula to ask practice manager regarding a new notice board for exterior of building.
- 8) Paula to speak to reception supervisor to arrange for new/improved suggestion box and to find a more prominent place to display it.
- 9) Paula to post out practice booklets to PPG members for comments and feedback

## 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 27<sup>th</sup> September 2012 at 6pm**

Thank you.

