

Roslea Surgery
Minutes of meeting held:
23.1.2013 at 6pm

Attendees:

Dr Helen King
Paula Mason
Mr Bayes, Mr Hemingway, Mr Leslie
Mrs Henderson, Mrs Sparrow,
Mr Ormston, Miss C Smith & Mrs J Smith
Mr Andrews

Apologies:

Mr Gore, Mr Wareing,
Mr Day, Mr & Mrs Nayee
Mrs Stewart, Mr Moore, Mrs Kelly
Mrs Burke, Mrs Milward,
Mrs Boardman, Mr Marsden
Mrs Rushton, Mrs Selwood

Type of Meeting:

Patient Participation Group Meeting

Introduction:

Thanks were expressed to those who turned up for the meeting in the appalling cold and snowy weather!

Item 1: The minutes of the last meeting

The minutes of the last meeting were read and the following topics were discussed:

- a) DNA (did not attend) rates pre and post new appointment system:
There has been a reduction in patients who fail to attend GP appointments however it was felt that we need more data to get accurate figures as the surgery has been through some very tough changes in a short period of time. Paula will request more thorough figures for next meeting.
- b) The online appointment and prescription services will be looked at in the coming months. The new computer system installed lately will enable this to happen.
- c) Local Commissioning was discussed. There is still little information regarding the finer details of what will happen – Roslea will keep PPG members up-to-date with new information as it becomes available.

Item 2: Apologies from Paula

Paula explained that due to some extreme work circumstances she was unable to complete some of the items for action in the last PPG meeting. These items will be carried forward and completed by the next PPG meeting.

Item 3: EMIS WEB

Roslea has migrated to a new computer system. We have moved from a basic EMIS LV system to a 21st century EMIS WEB system. The transition was relatively calm and the GO LIVE day was smooth with no major problems. Paula and Dr King expressed the hard work and calm response from all reception staff was exceptional!!! We are still currently trying to get to grips with the new system as it is very different from what we have been used to but it's getting easier!

It was mentioned that as the system is web based our internet connection is rather slow. PPG members were asked if it was the same for them at home and most agreed the local internet connection is slow. Dr King suggested patients visit the BT website and click the link to request faster broadband in the local area.

AOB:

PPG members were interested in how we can get information to our patients. Some things suggested were: newsletters for surgery waiting room, requesting patients contact details on the checking in screen – to include email addresses.

Donor Card:

Mr Leslie expressed that it can be quite difficult to obtain a donor card. We did have some in reception but unfortunately we seem to have run out. Paula will order some for reception.

Action items:

Paula to contact First Aid Trainer at St John Ambulance or Red Cross
Paula to provide up-to-date DNA rate comparisons
Paula to order some Donor Card leaflets/info packs
Paula to speak to Dr Cheung regarding PPG member input in CCG meetings
Paula to speak to GP's regarding filtering Commissioning information to patients at Roslea

Items to be carried over to next meeting:

DNA rates – Paula
First Aid Training – Paula
Health Watch Wigan – Mrs Milward
Poems in the Waiting Room – Mrs Kelly
Family Nominees for PPG – M. Stewart

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: **Wednesday 24th April 2013**

Thank you.

