

HEATH LANE SURGERY PATIENT PARTICIPATION GROUP

THURSDAY 28th JULY 2016

Present

Roger Ellis, Wendy Edwards, Eunice Ward, Leanne Thomasson, Claire Taylor, Jackie Telford, Jan Gregson, Hazel Thomasson, Ann Walsh, Donna Macintyre, Margaret Stevens, Ann Sowman, Ann Myatt, Diane Lucking, Dr Terri Eynon.

Apologies

Andy Burns, John Brown, Dr Morgan.

Welcome

Roger welcomed everyone to the meeting which was the AGM, giving a special welcome to Dr Eynon who commenced to give a short talk on Radio Wellbeing. This is a Community Hospital Radio for Health & Social Care. Dr Eynon would like the PPG to offer a patient perspective on this service. It was agreed that she will have the group email and send questions and information out to the PPG as needed.

Notes from last meeting

All had received a copy of the minutes.

Election of officers for the following year

Chair- Roger Ellis

Vice Chair- Claire Taylor. Margaret Stevens has stood down from vice chair. Roger thanked her for her assistance.

Secretary – Wendy Edwards.

All the committee agreed to stay in post for another year.

SystemOne

Ann Walsh gave a talk on the new system which had been very challenging for the surgery and patients. This system allows health care professionals from other agreed settings to see patient's medical records. This could be advantageous if practices work collaboratively to start opening at weekends. Prior to the input of the new system, online scrips and appointments had to be stopped; this meant a 30% increase in telephone calls and attendance by patients at the reception. Patients can now register to go back to online ordering of scripts and appointments. Hopefully the new system will settle down in the next two to three months; most patients have been very understanding and tolerant. Unfortunately during the migration a few scripts had gone missing; this

has now been rectified. Jan Gregson has offered to go into the surgery to assist patients who wish to reregister, in some cases patients will need some form of identification.

Practice Update

Doctors A new registrar, Dr Vania and new FY2, Dr Joshi are joining the practice. Dr Qureshi and Dr Sangha are leaving. Members of the PPG said Dr Sangha would be missed as he was very good in the role. Dr Malik has qualified and will be staying at the surgery temporarily over the summer and will then move on.

Staffing Laura Cameron has returned from maternity leave; Alison Crowe has now moved fully into the role of Nurse Practitioner.

Dialysis room PPG members were advised to look at the new garden if they had not visited it; it was looking lovely. The dialysis patient is doing well and has commented to members of staff how a facility closer to home has altered his quality of life.

Hinckley & Bosworth Medical Alliance update Hazel has stepped down from this role and a member of Ratby PPG has now taken her place. Hazel has given her details if the candidate requires any assistance. Roger thanked Hazel for all the work she had done to help the alliance.

Flu Campaign Saturday morning dates are to be emailed out to PPG members. Ann Walsh will look in to providing new t shirts for the group.

Practice Newsletter Leanne informed the group that the first edition came out in June; copies have been laminated and put in reception plus the newsletter has also been put on the web site. The next issue will be in September.

AOB Roger said thanks must go to the Earl Shilton in Bloom team for all their brilliant work around the surgery grounds, all agreed with this. Roger & Claire asked if a litter bin could be provided on the pole outside the pharmacy, Ann will look into this.

Notice Boards Claire asked about updating the boards and if the dates could be provided for different campaigns. Ann Walsh will supply the literature that the practice receives. Ann Sowman asked about the amount of leaflets round the surgery also commenting it was hard to do any work around the front reception desk whilst preserving re patient privacy. Ann Walsh advised that members had free range with leaflets and boards; if work was required near desks then all were welcome to come in early or later in the afternoon when surgery was less busy.

Parking issues a patient had left a note re the availability of mother and child spaces commenting if the sole mother and child space was full the ordinary parking spaces were not wide enough to get a small child out of a back seat safety chair and a baby out of the front in a baby carrier. Members agreed; a suggestion was put forward into the first bays on the left as one pulled into the car park being changed into mother and baby bays. Ann Walsh will look into the cost for this.

Home visits Jackie Telford asked if doctors still carried out home visits. Ann Walsh confirmed that they did.

Phlebotomist Ann Myatt asked if there was a possibility of the phlebotomist having their hours extended at the surgery as patients were having to travel to the George Elliot if no vacancies at the surgery. Ann Walsh responded that nurses could take urgent blood tests if no spaces were

available. However this had been an urgent same day request and therefore a visit to GEH had been deemed medically necessary.

Dates & times of next meeting 2016-2017 members had been sent an e mail prior to the meeting regarding moving the times of the meeting. It was agreed to start the next three meetings at 6 30pm then assess the viability of continuing with this time. Following are the dates for the next year's meetings. Jeanette Poole, Assistant Practice Manager, is going to alternate attendance at next year's meetings with Ann.

Thursday 29th September 2016, 1830

Thursday 24th November 2016, 1830

Thursday 26th January 2017, 1830 then jointly review

Thursday 30th March 2017

Thursday 25th May 2017

Thursday 27th July 2017 AGM

Apologies for the next meeting were received from Eunice Ward & Ann Myatt.