

**PATIENT PARTICIPATION GROUP MEETING
12th SEPTEMBER 2012
ATTENDED BY:**

Tracy Brown
Val Kewley
Irene Wilding
Tom Fairhurst
David Melling
Andy Waterworth – Health Trainer
Elaine Sharples – Practice Manager

1. Welcome and Introductions

2. Andy Waterworth, the Health Trainer introduced himself and outlined his role. He works 3.5 days at Sullivan Way Surgery and some at other surgeries and community venues. A lot of patients had not heard about the service but according to the patient questionnaires just completed a lot more people are aware. Referrals can be by the patient with a referral form (available in the waiting room), GP or practice nurse. A lot of patient attend the first appointment but do not follow this up. He offers support with lifestyle changes such as diet, nutrition, exercise (referral to active living), alcohol and smoking cessation. Patients are seen in a six month period, and seen between 4 weeks to six months. They are given support and motivation. Patients who have had a glucose tolerance test that is impaired can also be referred to him, in order to try and stop the patient becoming Diabetic. Diabetic patients can also be seen for diet advice. Andy will update the information board regarding health trainers in the waiting room.

3. Elaine outlined that the practice is changing the appointment system from 24th September due to unsustainable demand, in order to get rid of backlog of appointments. Patients are never refused to be seen on the day if they deem it necessary, and this will always be the case. The practice prides itself on being able to provide this, no matter what time the doctors finish their surgery. It was also said that if some appointments were booked too far in advance then patients did not attend. Explanation suggested in the newsletter on what happens when patients contact the surgery for an appointment.

Patient Questionnaire Results 2012

4. Questionnaires for 2012. Mabel, Helen and Lisa kindly attended surgeries to help patients undertake the questionnaires, and they were thanked for their help. The group went through the questionnaire results and comments that had been made.

Several comments had been made about the recent changes made to the appointment system and some patients did not feel it worked very well. We will check on the new system that is starting from 24th September. A lot of patients had felt the booking a day in advance worked best.

A mini questionnaire was suggested after the new appointment system has been implemented to ask patients when they rang, and when they received an appointment to check on the new system and what patients think about it.

The telephone system was discussed and Elaine outlined that the practice had been trying to update their telephone system so that the practice used the same system as the Primary Care Trust and some of the new build premises. She was informed that this should take

place very soon. In the meantime she had sought information on the practice purchasing a new system, but this would probably mean the practice changing telephone numbers.

Comments from the questionnaires regarding the waiting room were good, and someone had mentioned a bigger play area but this was not felt to be able to be accommodated. The practice needs more children's books which have previously been mentioned. The group thought that the library might have some books that were not longer required, or the surgery could perhaps provide a blackboard or wipe clean board for children to use. This will be discussed with the partners.

More choice leaflets on referral to hospitals were thought to be needed from the questionnaires, and Elaine will check on the supplies at the practice.

A suggestion was to move the children's play area to the opposite side of the waiting room and put the leaflet stand in the other corner so that patients could see them better and the choice leaflets could be put there.

Feedback on how patients were treated by doctors, nurses and staff were excellent, and Elaine will feed this back to them at the next meeting.

The group was given a copy of the results of the survey along with comments made.

5. Changes to the clinical system have taken place and staff and doctors were still trying to get to grip with the changes that had taken place. Patients had been thanked for their understanding during this time. Information had been put on the website to say that on line appointment and repeat prescribing services had been stopped during this time.

6. Val mentioned that she had attended a network meeting. She was informed that funding can be available and she would enquire in more detail about this. She will check on the date of the next meeting and it was agreed that Tom and Val would attend with a view to engaging with other PPG's and exchanging views. Setting up similar rules would be welcomed. They will feed back at our next meeting.

7. For inclusion in the next newsletter:-
Information from Andy Waterworth – health trainer
What happens when patients ring the surgery – information for patients
Change in appointment system
Questionnaire 2012 feedback

7. As mentioned at the last meeting we need a Chairperson, and it was also thought after today's discussion to discuss having a Vice Chairman, Treasurer and Secretary.

NEXT MEETING – Wednesday 19th December 2012 at 2.30 p.m.

EVERYONE WELCOME