

KELSALL MEDICAL CENTRE PATIENT PARTICIPATION GROUP (PPG) MEETING

13th January 2012 – 10.30am

Present: Doctor, Practice Manager, 2 male patients, 3 female patients

Minutes

We recapped on the essential points from the last meeting for the benefit of the new member. We discussed some of the local PCT changes that are coming and the type of issues we have regarding commissioning giving the example of hospital at home pilot in the city practices and how that can or could be done in the rural area.

The survey results from July were discussed; although it was the standard survey it was felt by the meeting that this was sufficient for this year. It does go some way to addressing the issues and defines our issues as systems related and information rather than the standard of the doctors at the Practice. The survey in the future does have the option to add more practice specific questions. It was felt this would be a good idea as it would keep the continuity for comparison purposes in the future. However there needed to be the ability to give more information rather than a lot more boxes to tick. The questions to be added for the following survey will be discussed at a later date. Other options for a survey were discussed such as survey monkey but we would need to investigate how none IT patients could be involved in such a survey.

The main outcomes from the survey that need addressing are concerning appointments and illness prevention. The problem areas are extended hours, appointment availability in 3 to 4 days time; greater understanding of what is available.

This was discussed at length; education was regarded as the key to improving the problems with appointments. It was suggested we try a newsletter and then a sheet about appointments. The information could go to both Kadras and Around Ashton as well as Kelsall and Ashton websites explaining how to book an appointment and out of hours and extended hours service. The information would include options for either seeing or just speaking to a doctor or nurse. The group felt that telephone consultations needed more advertising. If appointments were to change would a triage system help or a variant of NHS direct type triage maybe pooled locally. Dr Hinds did let the group know that we are trying to identify the areas for improvement in the appointments system by keeping a record of how much over spill there is on any one day and how we help those people.

The website is about to be re launched. The new look has the opening times and phone numbers on the top of the page for easy access. It was suggested that we could have a touch screen to allow people to view the website in the surgery. Liz will look into the possibility of this.

An area away from appointments that is of difficult is the seating in the waiting room although it is ergonomic in structure it is too low for older patients. Rather than rip it out it was suggested it should be raised on blocks. Liz will look in to this as a possibility

The meeting has highlighted the following action points:

- Newsletter to be created and distributed to as many patients as possible. The newsletter should contain info regarding the changed website and appointments and services, including telephone consultations as an option.
- Notify the newsletter information to Kelsall and Ashton websites as well as the local village magazines in Kelsall, Ashton, and Barrow. Identify if Tarvin or Barrow have a website.
- Receptionist to continue with the collation of information from patients who can not get appointments so we can identify the needs in the practice.
- All of the above should identify an improvement or a need which can be reassessed in the next survey in 2012/2013.
- Review the possibility of raising the seating safely in the waiting room

The meeting appeared to go well and all members attended. The next meeting will depend on the need for further work before the end of the financial year. Ideally we will hold a meeting in April next.