

Argyle Medical Group Patient Participation Group
Minutes of meeting held on Wednesday 4th June 2014

Present

Hayley Blyth, Tony Wales,Carolyn Fortune, Rose Blackburn, Dennis Evans (Chair), Tessa Hodgson, Juliet Goldsworthy.

1. Apologies

Dr Richard Bury, Dr Simukonda, Ashley Warlow

2. Minutes

The minutes of the meeting held on Wednesday 12th March 2014 were accepted as a true and accurate record of the meeting.

3. Matters Arising

a. Quality impact assessment of MIUs

HB stated that there was an ongoing process of collating information from surgeries about the impact of the MIU closures. JG said the practice had seen an increase in patients using the surgery for minor injuries but it was not significant. She also reminded members that the surgery had always fulfilled this role during times when the MIU at South Pems was closed. TW expressed concern that patient satisfaction had not been one of the measures included in the survey and that the “big picture” was being missed. JG assured members that this service was available to non-registered patients.

b. Visit to Neyland Surgery by Juliet and Maureen.

This has yet to take place. JG informed the meeting that the Neyland Surgery now had an extra GP and the building had undergone a significant refurbishment, feedback from patients had been very positive.

c. Patient involvement strategy

The meeting addressed concerns regarding recruiting new members to the PPG and trying to engage with different groups, such as carers, young mums etc. Several suggestions were put forward including inviting members of these groups to come to one or two meetings to give their view on the Surgery and any concerns that they might have.

JG informed the meeting that the bronze award for investors in carers has been renewed and it is proposed that the surgery try to attain the silver award.

It was agreed that an open meeting sometime in September would be a good way of engaging with more patients.

TW raised concerns that the notice board in Argyle Street was not in the best position and JG agreed that it would be moved to a more prominent position.

d. Use of social media – practice web site and telephone system update.

JG informed members that the practice was in the process of commissioning a new telephone system. Technology in this area has advanced significantly in the last few years and there are many potential benefits to the practice and patients once the new system is in place. A cost analysis is underway and a decision on a new provider should be made by the end of June with a new system installed in the Autumn.

The new system would allow text message reminders to be sent, which it is hoped would reduce the number of DNAs

Use of Facebook and Twitter were discussed. HG informed the meeting that she knew of a pharmacist who used Twitter to good effect to promote health issues. She agreed to forward his Twitter address to members so they could follow him if they wished. It was felt that Facebook was too open to abuse for it to be a viable means of communication.

4. PPG seminar at Llaydybie

JG, DE and RB are attending this meeting and will feedback to other members at the next full meeting of the PPG.

5. Health inspectorate Wales

JG has been seconded to work for the HIW, this has given her a good insight into what they will be looking at during and inspection. Argyle Street is due for an inspection in the next 18 months.

The emphasis from HIS has been on sharing information, building on best practise and learning from exemplar situations. The PPG will be part of the inspection process.

6. Practice Development Plan

JG asked the PPG if they would like to contribute to the plan, looking at areas of improvement. This is a new plan which is patient centred and focussed on upcoming issues, aspirations, training, succession planning.

7. Other business

JG informed members that the successful rapid access appointments are being extended into the afternoon surgery sessions.

Members of the PPG welcomed the news that the opportunity for patients to forward book appointments is being considered.

JG circulated a letter to be sent to very frequent surgery attendees. PPG members agreed that it was well worded and appropriate.

Open meeting. Members agreed that a special meeting should be called on the 16 July at 4pm to discuss and plan the open meeting agreed for September. Ideas put forward included a presentation from one of the partners on the challenges facing the practice, a tour of the practice, a meet the team session, information on how to get the best out of their doctor/nurse etc. presentation and recruitment drive from the PPG.

Date of next meeting 16 July 4pm at Argyle Street