

Baddow Village Surgery Patient Reference Group

Minutes of Meeting held at the Surgery on 14th March, 2017 at
7 p.m.

Present: Hugh Armstrong, June Davidson, Ken Edwards, Maureen Hindle (Chairman), Patrick Innes, Peter Parker, Alana Shears (Practice Manager) and Dr. Anja Vermeulen.

Hugh Armstrong and June Davidson were welcomed as new members.

There were no apologies for absence.

Acting Minute Taker: June Davidson,

The Minutes of the A.G.M. held on 25th January were agreed as accurate.

Report by Alana Shears on Staff News:

Dr. Russell is retiring on 1st July (4 sessions).

Dr. Medhurst is reducing sessions (from 7 to 5).

Dr. Prabha Venkaresh is joining as a new partner on 1st July, 2017 (5 sessions).

Dr. Liz Field is joining on 12th September (4 sessions).

Ally Jones joining as Assistant Practice Manager on 3rd April.

We are hoping that Dr. Begum will do more sessional work in August.

Website: Has now been updated with more information and hopefully, an easier format: feedback from PRG would be appreciated.

Patient information screen now installed and again feedback from PRG would be appreciated.

It was suggested that patients' email addresses be requested, as using these saves time and money.

Website cont.

It is now possible to access test results without phoning surgery. There was a query on this re confidentiality and it was agreed that if there is a problem, a call to the appropriate doctor would be the correct route to follow.

PRG page – what would the Group like?

Reception Screen: Discussion on confidentiality in the Waiting area as the Reception staff are concerned that they can be heard talking to patients on the telephone. There are two options: one is putting a screen in front of the desk or putting a partition between the Reception and Waiting areas. A suggestion was moving the chairs that are used for patients waiting for prescriptions from Pharmacy. The partition would need to be wheelchair- and user-friendly. The cost of this would be £1,875 plus VAT. Music in the Waiting Room would also help the confidentiality. Cost: £360 per annum.

Following the meeting, the group went to survey the situation re the Waiting Room. The “check-in” screen needs replacing at a cost of £1,542 (this would be paid from patient donation money. The screen would have to be moved at this stage.

It was suggested that advertising could be used to help with payment, although this was a concern regarding local traders – more discussion needed.

Phone contact: This has been improved since an apprentice has been employed, especially early morning calls.

Open Evenings: It was agreed that these meetings were good and well attended. Discussion followed on what subjects should be covered:

Heart: Dr.P (who?)

Diabetes: Patrick Innes.

Stroke – This was over subscribed and so could be repeated.

Primary Care Liaison Officer.

Children – 5 – 11 - Paediatrician would be needed. suggested timetable to be discussed next time but maybe early July.

Diabetes – September.

Stroke – October.

Medicine Waste: This is a problem that is difficult to deal with. A suggestion was to ask people in the Waiting Room but probably the best way is to put an item in the Newsletter.

Newsletter: This was felt to be essential and will be discussed next time as Ken will not be available in the future.

Missed appointments: This too, is a problem and hereunder is a survey of the situation:

Between 15th February and 14th March, the following appointments were not kept.

Doctors: 265. **ANP:** 3. **Practice Nurse:** 132. **HCA:** 70.

Mrs. Pauline Chaplin: 56.

Some were appointments made on the day!

Surveys: Looking at Annual G.P. Survey. Results twice a year.

Friends and Family test survey – no report – put on Website.

Own GP survey – drafted and agreed – not done, as yet.

Problem: When the answers come back someone has to sort them out. Alana will put on Website. These must not be issued until Practice is happy.

Date of Next Meeting: Wednesday, May 31st at 7 p.m. at the Surgery.