

WESTERN AVENUE MEDICAL CENTRE
PPG MEETING 7th March 2017

Present:

Mr Brendan Doyle (BD) Chair
Mrs Yvonne Davies (YD)
Mrs Barbara Kettell (BK)
Mrs Janet Pitcher (JP)
Mrs Margaret Clarke (MC)
Mrs Christine Dee (CD)
Jamie Ducker (Practice Manager – JD)

Apologies:

None

1. Minutes from the last meeting

No minutes taken from the last meeting as only 2 people in attendance. Draft survey was approved.

2. Actions from the previous meeting

No actions

3. PPG Patient Survey Results

JD thanked the PPG members that attended to encourage patients to complete survey and add comments. 58 responses received.

Results reviewed, with extremely positive results. Group discussed comments and agreed on actions:

- Text messaging service for results to be introduced to reduce number of calls into practice
- Queueing facility to added to phone system to improve telephone access
- Additional reception cover over lunchtime to improve telephone access
- 2 and 4 day embargo on pre-bookable GP appointments to be removed to improve patients' ability to book in advance
- Colouring sheets, puzzles and colouring pencils to be made available to children in the waiting room
- New radio to be bought for the waiting room
- Results to be displayed on screen in waiting room, on website, patient leaflets, and summarised in the next newsletter

Group discussed option of gathering 'success stories' to share with other patients, to highlight the good work going on. JD to look into how to gather these stories.

4. Minor Illness Practice Policy

JD explained that the practice employs Advanced Nurse Practitioners to manage minor illnesses/injuries, and that a large number of patients booked are to deal with minor illness/injury. By allocating this work to the ANPs, this frees up GP time to deal with more complex health conditions. A number of patients with minor illnesses are being signposted to the ANPs, but insisting on seeing a GP, which is restricting access. JD proposed that the practice introduce a policy, where patients presenting for the first time with a minor illness/injury will be booked in with an ANP, and a GP appointment will not be available as an option. Group in agreement with this course of action.

5. Any other business

BD informed the group that the United Reform Church has been granted lottery funding to convert the land at the back of the Church to a community gardening project. The site will be available to a wide range of people from within the community, including schools for education purposes; growing plants and vegetables.

YD informed the group that Avenue Service are looking for resident input to help decide how money is to be raised and what it is spent on. Avenue Services are looking for volunteers to join the group.

JD informed the group that ANP Nina Goodchild has left the practice. Her replacement is Tanya Downes who is an Advanced Nurse Practitioner who specialises in paediatrics. JD said that Tanya will be an excellent addition to the team as the practice has a high number of young patients who will benefit from her expertise.

Date of Next Meeting: 3rd May 2017 @ 3pm