

PPG Meeting

Date: 19th December

Time: 12.30

People Present: Dawn White - Practice Manager

Nicola McNally - Senior Receptionist

Dr Syed - GP

David Reid

Lorraine Reid

Gary Buckley

James Telford

Gerard Hand

We requested feedback on the recent external renovations of the surgery and this was on the whole positive. Patients now feel they have good access to the surgery and particularly for the disabled and the elderly. There are very few people using the scooter & cycle at the moment but this may be due to patients being unaware of this. The practice manager Dawn White has been cautious in letting people know regarding this availability car parking spaces for risk of its misuse by members of the public even who are not connected to the practice. It was only suggested and agreed by the PPG that this spacing should be reserved for the disabled patients to ensure that because the car park is also used utilised by the GP and they do not wish his access to be blocked in case of emergency home visits. We will try to work out a system of letting patient know how to access according to these suggestions. An appropriate simple sign would help towards this, and we will fix one up.

The next topic was a general question that we asked each PPG member how we can improve the service currently as it stands. They were very satisfied with this service and there was an overriding feeling that not to change things if they aren't broken. However Dr Syed pressed them to express any concerns they may have particularly in relation to getting access to a GP and how we can work on this. To develop this argument amongst the group we threw in the fact that we are

considering training up our nurse which will be costly training but we wish to make sure that this will be a worthwhile investment and we would like the views of the PPG and how they feel that patients may respond. Initially there was a view that patients would like to see a doctor only and that's why they come to surgery but as conversations continued on this theme there was an emerging pattern particularly from paramedic David Reid that it does make sense that GP time is limited and therefore it should only be the more complex patients who require his expertise to be used. Therefore there is some consensus that some patients would be acceptable towards having a nurse deal with minor ailments. Gary Buckley suggested that as a trial period we could ask patients whether they would be happy to see a nurse for such an ailment by having the nurse in the doctor's room during consultations or a short period of time. He then said that those patients who are willing to have that done could have a message flagged up on the EMIS system that they are willing to have this. This led onto a suggestion that this question could be raised in a patient's survey which is due soon and we could cooperate this question in there to see what feedback we receive in regards to this. However overall the PPG were not keen on having a nurse practitioner as they felt that it lowers standards, from their experiences from patients in other practices. They would rather have more GPs. Overall patient at this stage are satisfied we have satisfactory access to the general practitioners at the practice. Thus does concur with the National Survey results.

The online program generally is progressing and I Dr Syed mentioned to the PPG that we are into our 10 percent requirement of patients to have online access / appointments. There was a general descent for online access from the PPG as they felt that in our practice in particular they can always get hold of staff and it is so much easier and simpler to deal with staff on a one to one basis to resolve their queries. However as the conversation was pressed there was an understanding that some patients would benefit from having this and currently this service is under used. We agreed that we may promote this on the website to at least give the offer to patients of online services and we can review the matter in six to twelve months. There was no other pressing information and no other pressing issues.

We will resume another meeting in three months.

Many thanks for the PPG time and we will endeavour to act on their requests as above.