

DRS WEBSTER & TWOMEY & LOWCOCK

PATIENT PARTICIPATION GROUP

Minutes of Meeting Held on 1st May 2013 at Rainford Health Centre

Present On Behalf of the Practice

Dr M Twomey, GP
Mrs Helen Sansbury, Practice Manager

Present Representing Patient Group

Mrs L Burns	Mrs L Conachey	Mrs S Corfe	Mr D Cowley
Mrs P Highton	Mrs S Kimberley	Ms J Lloyd	Mr B Marten
Mrs J Marten	Mr J Rosbotham	Mrs C Sanders	Mr W Singleton
Mrs J Shaw			

Apologies for Absence

Mr K Gratton	Mrs B Jones	Mr R Jones	Mrs K Williams
Mr K Marshall (virtual)			

Minutes of Previous Meeting

Minutes of the previous meeting held on 29th January 2013 were accepted as a true and accurate record.

Telephone System

Helen updated the Group on the purchase of a new phone system. Helen reported the concerns the practice had regarding the call queuing system but the PPG felt that this was a distinct advantage of a new system which should be considered a priority. We will investigate the options available to us and report at the next meeting.

Staff Up-Date

The Group was informed of the resignation of Dr O'Connor and the retirement of Dr Webster at the end of the year. The practice are committed to finding appropriate replacements, and we will advertise for suitable candidates asap.

Liverpool Care Pathway - Presentation

Dr Twomey gave a very informative presentation on the Liverpool Care Pathway to the Group.

Any Other Business

Discussion took place around the Patient Reminders for blood tests, BP checks and annual reviews.

The Group were concerned at the number of patients who routinely failed to attend for their reviews, jeopardising the safety of their prescribed medication.

It was agreed by the PPG that a first reminder should be attached to a prescription informing the patient of the need for the appropriate check and outlining that their supply of medication may be reduced unless they attend.

Failure to attend would mean that a further request for repeat medication would be met with only one month's supply being issued and a second reminder stating the supply will be further reduced to 2 weeks.

If a negative response is received a formal letter will then be sent out.

It was recognised by the Group that a system such as this was very time consuming to the practice and expensive. It was suggested that an article in the next newsletter indicating the need for the reviews may result in patients taking a little more responsibility for their own health.

It was reported that the ordering of repeat medication on line has failed intermittently. The practice will investigate the cause of the problem and ensure that it is more robust.

The music in the waiting room is a little loud, although the initial reason for having music in the waiting room was as a result of patient comments and concerns that they could hear what was being discussed in Dr Lowcock's consulting room, so the volume would need to be high enough to mask any conversation in this room. However, we can investigate the possibility of having just a soundtrack i.e., no singing, as patients feel it detracts from the patient call in.

Date and Time of Next Meeting

Monday 30th September 2013, 6.30 pm – 7.30 pm at Rainford Health Centre.

Please note that we will be having a computer up-grade on 21st August. This involves a huge amount of work and time for everyone to familiarise themselves with the features of the new system. We anticipate that there may be some delays dealing with patients but hope you will appreciate the issues faced by us when up-grading in this way.