

DRS WEBSTER & TWOMEY & LOWCOCK

PATIENT PARTICIPATION GROUP

Minutes of Meeting Held on 29th January 2013 at Rainford Health Centre

Present On Behalf of the Practice

Dr John Webster, GP
Mrs Helen Sansbury, Practice Manager
Mrs Kathryn Williams, Asst. Practice Manager

Present Representing Patient Group

Mrs L Conachey Mrs S Corfe Mr D Cowley Mrs S Kimberley
Mr B Marten

Apologies for Absence

Mrs L Burns Mr K Gratton Mrs P Highton Mr R Jones
Ms J Lloyd Mrs J Marten Mr J Rosbotham Mrs C Sanders
Mrs J Shaw Mr W Singleton Mr K Marshall (virtual)

Minutes of Previous Meeting

Minutes of the previous meeting held on 26th September 2012 were accepted as a true and accurate record.

Matters Arising and Action from Previous Minutes

Reference was made in the minutes to the Abdominal Aortic Aneurysm Screening Programme, following a question at the meeting to which we did not know the answer at the time.

The repeat prescribing pilot had come to an end. A couple of issues had come to light which had been successfully resolved, to everyone's satisfaction. It was agreed that this should be implemented as the trial period had been successful and the trial users had found it easy and user friendly to use. Thank you to our "super users" for helping us to trial this.

Staff Up-Date

We have had several staff changes over the past few months.

Dr Helen O'Connor is away from the Practice at the moment on maternity leave. Noah was born at the beginning of January to proud parents Helen and Duncan.

Dr Aida Mikhail is covering Dr O'Connor's maternity leave on a locum basis and can offer appointments on a Monday and Tuesday.

Mrs Linda Derbyshire has recently retired from her receptionist post and is now enjoying "life on the outside".

Mrs Karen Reilly has joined us a Receptionist, and we welcome her as a new member of our Team. We are sure you will all meet Karen soon.

Winter Pressure Clinics

We have recently been offering extra clinics to help with winter pressures. These include extra sessions during the week, and also opening on a Saturday morning during January. Dr Webster spoke about the format of the extra sessions and how we evaluate their benefits. It was noted that the Saturday morning clinics were very poorly attended. Such information would be borne in mind when considering the pros' and cons' of extending our opening hours.

New Telephone System

We are due shortly to up-grade our telephone system. A discussion took place around what kind of system we would install. It was generally agreed that a system with automated messages would be helpful and one with relevant information ie. "you are number in the queue" We will investigate the options and report back to the PPG.

Patient Satisfaction Survey

We will shortly be carrying out another patient satisfaction survey. These can be used by us to help us improve our services, if appropriate. We would be grateful, if you receive one, that you could complete it and we will publish the results on the website.

PPG Membership

Although a couple of our patient group members have dropped out of the membership due to personal circumstances, we do not anticipate recruiting any new members at the moment. We still have sufficient numbers with the committed members we have. If numbers fall further we may consider recruiting new members to our Group.

Any Other Business

An issue with the Phlebotomy Clinic was highlighted because of the volume of numbers now attending and the "flow" of patients, due to the location of the rooms used. Although this service is not provided by us we have installed a bell system now and this seems to be working very well and saving some time. It would also help the Phlebotomist if patients have their coats off ready before they are called.

A discussion took place around the possibility of one of our members writing a good news story for our Newsletter. Mrs S Kimberley kindly agreed to provide a paragraph or two about the role of Carers in the community. We will include this in our next newsletter.

Dr Webster took the opportunity to thank everyone for their good wishes and thoughts during his recent illness. He is now back to full strength. Thank you everyone.

Date and Time of Next Meeting

Wednesday 1st May 2013, 6.30 pm – 7.30 pm at Rainford Health Centre.