

Horndean Patient Participation Group

MINUTES FROM THE HORNDEAN PPG MEETING HELD ON 12th NOVEMBER 2013 6.30pm

Present:

Apologies:

Minutes from previous meeting: It was agreed that the minutes of the meeting held on the 9th July were an accurate account.

Matters arising: NHS111 was discussed. General feel that the service is not meeting needs and is a waste of resources. It was felt that a similar example of this was the Walk In centres which are now beginning to close. Unsure of future of St Marys at this stage.

Update on Planning Developments: Mark informed the meeting that there had been a series of meetings since the last meeting. He explained that some of the concerns he mentioned previously, relating to the build, had been resolved as the site manager had foreseen potential problems [even though he had not been informed that the practice would be taking up occupancy] and acted accordingly. Mark explained that legal documents and paper work was still to be completed and acted upon however legal teams were now working on this. The Practice was also waiting for Lindens to come back with some data for NHS England. He told the group that several emails had been sent to Lindens but no response was being made. He said that the practice would involve EHCC if things didn't progress soon. He reassured the meeting that he believed the project was complete and that he felt Lindens and the council had nothing to gain by not fulfilling the section 106. It was also mentioned that the local pharmacy were still keen to be part of the project and that they were currently looking at sub letting a section of the new build. Mark also mentioned that the building needed to be signed off by January ready for an internal fit out which could take up to 4 months to meet the required specification for a NHS medical facility. Derek suggested that it would be good for a few members of the group to visit the site on behalf of the group. It was also noted that Lindens still do not mention a Doctors surgery on any of the details relating to the site including the website.

Patient Survey: A copy of the previous years' patient survey was handed out and all were asked to reflect and comment on its content. Derek and Jean asked for any new areas /questions that the group felt may need to be added and any areas that the group felt were no longer relevant. Several comments were made and it was agreed that Jean would up-date it accordingly and then forward back to the chair. Derek would then forward to the group for their persual. Once reviewed by the PPG Jean explained that she would email the suggested survey to the Patient Reference Group for comment, ensuring increased patient involvement. Jean explained that one area that needed more consideration this year was how to reach minority groups who may currently be under represented. It was suggested that a message be sent to patients via the appointment text messaging reminder service. Another idea was to see if a message could be sent back to patients who book an appointment on line or order on line medication. Jean agreed to look at this further. Another way of advertising was to add a message to patients repeat prescriptions. It was also agreed that the practice would increase its advertising of the survey and put up more posters in the waiting room asking to patients to complete the survey either at the surgery or by visiting the practice website. Reception can ask patients to complete a survey opportunistically paying particular attention to patients attending ante-natal and post-natal appointments and immunisation clinics with an aim in catching the younger age groups and more families. It was hoped that the survey would be ready to start completing by December which would allow a month for feedback before the next PPG meeting.

AOB: No other business was discussed.

Date of next meeting: 21st January 2014