

MINUTES OF THE PATIENT PARTICIPATION GROUP HELD ON THURSDAY
23RD JANUARY AT 9 A.M. AT THE MANBY SURGERY.

Present: Jim Mahaffy Ian Rowson Elaine Bonnett
Terry Clayton Dr G Parker Lorraine Green
Richard Pettigrew

Apologies received from: Abby Crossley, Sheila Pearce, Jane Caws,
Lorraine Dowlman, Mrs J Trueman, Joan Page.

Lynn Chapman took the minutes.

LG introduced a new member to the Committee, Mr Richard Pettigrew.

Minutes of the last meeting

Waste drug boxes – Joan Page is doing a project and LG said that the CCG will come in and help Joan with the drug costs to highlight the cost to patients.

LG said that the web profile will be done by the end of March.

Jane Caws – Mindfulness group – Jane is currently working voluntarily in the Library. Details of exactly what Jane does to be sent to all members.

Dr Carl Deaney was introduced to members at the previous meeting.

LG requested that members made her aware of any items for the agenda.

JM expressed his concerns over the closure of Manby surgery on a Tuesday and Thursday afternoon and felt that Manby patients were not getting a proper service and thought that there should be an equal balance at both sites. LG stated that it would incur major costs for the practice to open on these days. He also suggested that Manby and N/S closed half a day only at each site and could not understand how this would impact on costs. LG to discuss with Doctors and look at the situation on a long-term basis.

LG informed members that there are certain drugs which are currently unavailable to patients e.g. Enteric coated Naproxen. Doctors are making changes to patient's medication in order to make it profitable to the Practice.

EB informed members that waiting times were getting longer and longer and the reception team were not consistent in telling patients of how long they would have to wait. It was suggested that a dry wipe board be erected in the waiting room for receptionists to update with waiting times for each Doctor. The one problem one 10 minute appt does already seem to be causing problems. GSP explained that when

patients come to the practice that do not attend very often and have 3 or 4 problems one has to see them as there is no other choice but to do so.

Infection control notices are in place in the waiting room at each site explaining why we are unable to provide toys and books although it was noted that in Lincoln Hospital the mobile library still goes onto the wards!

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Drop-in clinics – LG stated that this still needed a bit more planning i.e. availability of rooms etc. but we certainly do want to take this forward as an advise/info centre.

Minutes – LG informed members that as soon as the minutes were agreed they would be put on the website and also laminated and displayed in the waiting rooms.

The Bain's Costcutters have very kindly donated a sum of £250 to the surgery and it has been decided to buy more chairs for the waiting rooms as we are no longer allowed to have fabric chairs. Again, this is because of infection control legislation.

TV in waiting room is ongoing and is just awaiting a final approval from the Doctors. LG said that we had had a TV previously but were not in control of the content. The one we are looking to purchase is non-advertising.

Clocks for waiting room – EB said that there always used to be a clock in the waiting room. LG to action the purchase of clocks for waiting room at both sites.

Questionnaires – LG gave a presentation on the response/feedback from the recent questionnaires sent out to patients which raised the following:-

JM still unhappy with closure at Manby two days a week.

Problem with appointments – LG stated that we have tried everything possible but there is no easy answer. Pre-bookable appointments are available to book in advance at both sites.

GSP stated that 10 days is a reasonable time for a blood test to be performed at the surgery.

GSP informed members that the Practice is under greater demand from patients and from secondary care as hospitals are pushing more patients back to us and asking Doctors' to arrange MRI's etc. He said that we are experiencing very unpredictable times.

GSP also said that the on-call doctor at the practice is responsible for covering a 450 square mile area at any one time.

Update from GSP.

GSP announced to the meeting that Dr Stanhope is retiring from the Practice on 4th August this year and that he will be greatly missed. We are now looking to recruit a further Doctor as we do not want to go down the Locum route again. He commented that we would probably need a further part-time and a full-time doctor to complete the team.

He reiterated that the Practice is not for sale.

He stated that the infection control team were doing an audit of all the rooms and changes will be made to update.

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LG told members that we would be installing a new telephone system shortly which will get rid of the options. This will be discussed at the Doctor's meeting next week so as we can take forward.

Time and Date of the Next Meeting.

North Somercotes – 9 a.m. – Thursday 24th April 2014.