

20th January 2009

MINUTES OF THE PATIENT PARTICIPATION GROUP – BOBBLESTOCK SURGERY

1830hrs Wednesday 14th January 2009 @ Bobblestock Surgery

Attendance:

Dr I Roper
Dr M Turnbull
Mrs Julia Barton
Mrs B Hartland
Mr S James

Apologies:

Mr A Tutty
Mrs P England
Mr P Andrews

Agenda:

- **Review last meeting minutes**
- **The patient survey**
- **Polyclinic Update**
- **Closure of prescription line to telephone requests.**
- **AOB**

Ser	Agenda/Discussion Point	Action
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- 1 Review Last Meeting Minutes; The minutes of the meeting held on 9th September were agreed as being an accurate description of the meeting.
2. The patient survey results were felt to be generally good but 2 areas it was felt could do with some improvement.

Due to difficulty accessing the surgery by phone a new staff member has been employed to help with answering the phones at the busy times.

Marks for reception had gone down so it was

felt a customer care training would be of benefit to staff.

3. Polyclinic; The contract for the out of hours polyclinic has been awarded to Primecare, counter to prevailing medical opinion.

Closure of prescription line.

The prescription line will be closing for requests early summer. It has been agreed to be a very unsafe way of taking these requests. Large parts of Britain already do not take telephone requests. We will organize a campaign of information for our patients listing all the ways they can request their scripts safely.

- 4.. AOB

Gary has now left us for a new position and hopefully a new manager should be in place by the end of March – maybe sooner.

The meeting closed at 21.00hrs.

- 6.

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