

**Minutes of Patient Participation Group
held on the 24th June 2009 at Bobblestock Surgery**

Present:

Dr Ian Roper
Mark Pritchard (Practice Manager)
Mr P Andrew
Mrs B Hartland
Mr R Hankins

Apologies received from Mr A Tutty

Agenda

- Introduction of new Practice Manager
- Minutes of the last meeting
- Potential premises developments
- Quality Outcomes Framework (QOF)
- Flu planning
- Format of future meetings
- Date of next meeting
- Any other business

Discussion notes

1. Mark Pritchard introduced himself as the new Practice Manger and was warmly welcomed by the group.
2. Minutes of the previous meeting were agreed. With the following points arising:
 - Repeat prescriptions – there are various ways for patients to request these and ensuring that these were widely known would be beneficial to all.
3. Dr Roper outlined a couple of current expansion possibilities
 - The practice has applied for funding under the GP Training Practices Capital Programme for the building of two additional consulting at Bobblestock, so that it could take on additional trainee doctors. The application is looking very promising and will give valuable extra space at Bobblestock.
 - A private property development company has approached the practice with a view to relocating to larger premises in the same area. Tentative discussions are currently being held to assess the viability of the project.

4. QOF – This framework aims to measure how well practices are going against the various targets it sets and we did very well in 2008/09. The one area that let us down was to do with the Patient Survey. Questionnaires were sent out at random to 575 the practices 8,700 patients and 237 completed forms were returned. Patients were asked if they were able to see a doctor within 48 hours and 80% answered Yes, they were also asked if they were able to book a routine appointment more than 2 days in advance, and 60% said Yes.
The survey indicates that the practice has some work to do in this area, although it was a small sample and view of the group was that some patients may have been offered an appointment but not necessarily with the doctor of their choice, which is difficult given the two locations, and this may have lead them to answer No when they were in fact offered an appointment.
5. Flu Planning – The government has offered vaccinations against the new Swine Flu and it is not clear at present if this will be offered instead of or in additional to the normal seasonal Flu vaccination but we will certainly need the help of the group again this year with the Flu clinics at Whitecross School.
6. Format of meetings – the group were invited to consider whether the meetings should be chaired and arranged by patients rather than practice partners and staff. The group said they were very happy with the current format and would like to continue with that.
Everyone also agreed that new members should be encouraged to join and the practice should continue to advertise the group as widely as possible.
7. The date of the next meeting was set for Wednesday 2nd September at 7.30pm, with the agenda to be sent out the week before.

Post Script

Sadly, we have to report that Ron Hankins has passed away suddenly but peacefully at his home, since the last meeting. Our thoughts are with his family.