GLEBE MEDICAL PRACTICE PATIENT PARTICIPATION GROUP MEETING

HEALTH PROMOTION ROOM

FRIDAY 6TH FEBRUARY 2015

Present Dr Hadrian Ofoegbu

Carole Simpson

Alex Mcinnes

George Murray

Jane Sommerville

Absent Erma Avelino

Kenneth Graham

Margaret Allan

Fiona Clarkson (Practice Manager)

1. Welcome and Introduction This was Jane Sommerville’s first meeting and she was introduced to the rest of the members present
2. Review of minutes from last meeting No concerns.
3. Dr Christie’s retirement The group was informed formally about Dr Christie’s retirement.
4. The group was formally informed of the arrival of Drs Susan Arnott and Susan Dickson. A brief history of their background to the group Susan Dickson is ex military and Susan Arnott moved over from Carluke. Carole was quite pleased to hear that the issue of GP shortage within the practice had been resolved. George was particularly happy with the practice despite the issue of lack of GPs. Both new doctors would be starting on the 1st of April 2015
5. The group was also informed also of the arrival of a new practice nurse called Sister Andrea Mcilroy. She would be joining us from the 2nd of March 2014
6. The Health and Care Experience Survey 2013/14 was reviewed. The group all got copies of the summary. They were informed that it is available on the internet for more detailed assessment. We looked at the most positive outcomes and well as the most negative outcomes. The group had no issues about the positive outcomes and were quite happy with issues surrounding medication, nursing staff and confidence in their GP making the right decisions for them.

The negative issues were also analysed. On the question of 48 hours appointments, Jane felt that sometimes she found it difficult to get appointments within 48 hours to see a GP or nurse and she had also heard this from other patients in the village as well. Dr Ofoegbu reassured her that hopefully this would improve over next year. During the time of this survey, the practice did not have its full complement of GPs and access to 48 hour appointment was a bit difficult. Dr Ofoegbu also informed the group of number of on the day appointment we have on average per week which is around 25 on Mondays and Fridays and 15-20 on the other days. The group felt that these numbers should be more than adequate to cope with the demand. Dr Ofoegbu said that the demand goes up and down on a daily basis. Jane also remarked that sometimes, when a patient phones in the morning, they get an appointment in the afternoon. Dr Ofoegbu informed the group that the appointment were given on a first come, first serve basis.

The issue of seeing a preferred doctor was reviewed as well. It was agreed among the group that, with more GPs joining the group, access would be improved and patients would have more choice

The issue of extended hours was also discussed. Jane felt that extended hours would be good for patient and Alex agreed. Dr Ofoegbu informed the group that the extended hours service has not been looked at due to staff shortages but may be revisited when the new doctors join the practice. There has to be consensus among the doctors that we can provide the service.

The issue of making arrangement to see a doctor/nurse was also discussed. Jane felt that some of the receptionists make it a bit difficult to arrange an appointment with the GP. Although not based on her experience, it has been said that some of our receptionists can be abrupt. Dr Ofoegbu told the group that the receptionists do act in a professional manner. Alex did mention that some of the patient can be difficult as well. This statement was supported by George. Dr Ofoegbu said that the patients could be difficult sometimes but this is likely due to anxiety and stress due to their medical condition rather than their personalities. Dr Ofoegbu also stated that that staff would always act in a professional manner and if the patient is not happy, they are welcome to discuss with the practice.

1. The issue of all called being recorded was also discussed. Carole was concerned about the confidentiality surround all calls being recorded and who had access to these recording. Dr Ofoegbu reassured Carole and the group that all calls were covered by the confidentiality act and no one had access to listen to recording without a formal request and the patient would also be informed that their telephone conversation is being reviewed. This patient has the right to refuse consent except in exceptional circumstances. On a lighter note, Carole would like the voice recording on our phone system changed because she felt it was quite depressing. This was echoed by the rest of the group. Dr Ofoegbu will ask Fiona to look into this.
2. George brought up an issue which was raised by one of our patient regarding accessing wheelchairs in the practice for his wife. I informed that the surgery is in process of getting 2 new wheelchairs from Westmarc.

George says that he is happy to donate a sort of brand new wheelchair which he has at home. Dr Ofoegbu thanked him and informed him that Fiona will get in touch with him about that.

1. Next meeting is the 10/06/2015 @ 11 am