GLEBE MEDICAL PRACTICE PATIENT PARTICIPATION GROUP MEETING

Tuesday 7 February 2017

Present Dr Hadrian Ofoegbu

Alex Mcinnes

George Murray

Kenny Graham

Margaret Allan

Jeanette Drysdale

Carol Simpson

Fiona Clarkson, Practice Manager

1. Extended Hours This had commenced in November 2016 from 7.30am every morning. The question was raised as to why only the mornings rather than the evening and it was explained that it was practice preference.
2. Flu Clinic All ran ok. Thanks to members for distributing posters and spreading the word.
3. Managed Repeats Kenneth Graham asked about this service and if it would ever be restarted but as it was not supported by the Health Board and due to the large administrative input required this would not be a service that the practice would provide.
4. New Member Jeanette Drysdale has joined the group. Hadrian is keen that the PPG members take over more responsibility for running the meetings. He also wondered how to make these meetings more productive. George Murray had 2 “gripes” that he had heard in the general community.
5. Patients complaining that they could not get appointment for chronic illnesses. Fiona explained about House of Care which was in place for dealing with patients with chronic illnesses to have annual health checks but if patients felt they needed to see the GP there were routine appointments available but problems could arise if the patient wished to see a named GP as a more urgent case. Patients will always get to see a GP but not always a named one out with a routine setting.
6. Patients complaining that the reception staff members were asking what they needed to see a GP for. Hadrian said this was only if patients requested to see the GP on the day when a triage service was available. The staff were asking on the instruction of the GP in order that the GP can prioritise their call back list. If patients do not wish to divulge this information, the receptionists never insist on the patient providing more information information. All our staff members are aware of the important issue of confidentiality.
7. Fiona also said that at times, patients could be very aggressive on the telephone to the staff bordering on bullying and this was not acceptable. This type of behaviour was considered unacceptable and wrong by the entire group.
8. DNA’s There could be the equivalent of 5 GP surgeries worth of appointments lost in the month. Kenneth asked about sending letters patients who did not attend. This was done in the past but no action was ever taken so this had not been done recently. Fiona said they would look into the cost of starting to text the patients to remind them of appointments. A new system was due to be implemented by Vision of 2 way texting whereby the patient can respond if they wish to cancel the appointment.
9. Items for discussion by PPG Discussion was held about patients being able to contact members of the PPG or being able to make suggestions to the practice. This could be done via the practice email and a note of this could be put on the notice board in reception. Carol Simpson said that not all patients had access to the internet. Jeanette wondered if a suggestion box might be a good idea. Fiona said that there had been a suggestion box in the past but nothing had ever been put in it other than the odd repeat prescription request. We would look at re-instating this. Margaret Allan asked if the door from the foyer into the waiting area could be fitted with a spring. This would be looked into. This was to prevent patients in the waiting room from passively listening to conversations between the receptionists and the patient at the reception desk.
10. Next meeting To be May 2017 – Date to be confirmed.