

ECCLESFIELD GROUP PRACTICE PATIENT GROUP MEETING

Minutes of Meeting Monday, 28th September 2009

In attendance

Ecclesfield Group: Dr Andrew McCoye, Simon Kirby & Michelle Payling

Patients: Gerald Smith, Andrew Stafford, Doris Stow (Chair), Joyce Ford & Dorothy Black

Apologies: Pauline Hodkin, Graeme Hill & Kerry Newton

Welcome & Introductions

The chair welcomed all present. Simon introduced Michelle Payling, Assistant Practice manager to the group.

Doris informed the group that Graeme Hill had decided to resign as a patient representative.

The minutes of the last meeting were accepted as a true record and signed as such.

Feedback from the meet the staff afternoon

This session had raised a number of items and Simon was keen to update all on possible implementation and prioritisation.

- **Online Booking**

Has now been set up for Margetson patients. Over 300 patients of the practice have registered.

- **Touch Screen registration**

Simon informed that the practice were keen to implement this but were currently looking at new clinical systems. There would be a significant cost to purchasing one of these systems which would need ongoing discussion with the partners.

- **Margetson Surgery**

Has recently been decorated and Simon felt that some views that the site was not treat as an equal to Ecclesfield were incorrect. The site is a branch, but all patients have the same services available regardless of which site they prefer to attend.

- **Staggered lunch clinics**

The practice were happy to consider looking at staggered lunch GP appointments, but, in reality implementation of this would be difficult due to doctor availability and the number of home visit requests the practice receives.

- **Decoration**

Ecclesfield waiting room will some be re-plastered and decorated, with a staff name board installed.

- **Children's play area**

No decision has been made with regards to future use of the area where child changing mats are stored. It was asked if a black board could be bought in order to entertain children. This would satisfy Infection Control standards.

- **Newsletter**

A bigger and better newsletter was proposed. Simon is keen for the patient group members to write a section in this.

Government Statistics

Dorothy felt that the practice was doing well where comparisons had been made across the city. She had reviewed a number of Government sources.

Home Visits

Dr McCoye stated that the practice were requested to do an above average number of homes visits and these had increased since the practice had taken up sole responsibility for the management of two care homes in the area.

Bus Stop

It was agreed that Gerald would pursue a request to get the bus stop on Mill Road moved.

Grit bin

Dorothy would follow up Simon's request for the council to install a grit bin at the surgery premises. If unsuccessful the practice would look to purchase these outright.

Booking of appointments

Joyce asked why when she rang for an appointment first thing she was always told they had all gone. Simon confirmed that the practice no longer offered a book-on-the-day service, but tried to offer a range of appointments for those wishing to book in advance. The practice often finds it difficult to accommodate patient requests to see or speak with a specific GP as many of the practice GPs are now part or ¾ time.

Expenses

Simon confirmed that he did not feel it was appropriate for the practice to offer expenses for the patients group members, but, does not wish them to incur individual costs. The practice has made available writing materials, stamps and practice staff time for assistance with group activities.

Post-meeting note

Since the last meeting Pauline Hodkin has decided to resign from the group. Doris and Simon have thanked her for her contributions to date.

Next meeting

Monday, 2nd November 2009 at 12:45pm, Margetson Surgery

