

ECCLESFIELD PRACTICE PATIENTS' GROUP

MINUTES OF MEETING HELD MONDAY 14 MARCH 2011 AT MARGESTSON

Members Present:- Doris Stow, Tricia Mallin, Andrew McCoye, Simon Kirby and Michelle Payling.

Apologies:- Joyce Ford and Andrew Stafford.

Doris opened the meeting. The minutes of the previous meeting held 26 January 2011 were approved as read.

Michelle introduced Jeanette Miller from the PCT who wish to conduct a survey on possible reasons for DNA (did not attend appointment). This survey was being conducted between four practices in the north Sheffield region. Basic questions were asked as to our thoughts as to why patients DNA. Several ideas were put forward e.g. other pressures, simply forgotten or elderly patients not being able to get to surgery.

Methods of reminders were discussed such as text, radio/advertising importance of keeping appointments, postal reminders and relationship between receptionist/Doctor and patients. It was felt that if there was a good rapport between this group, then the more likely patients would attend their appointments. Jeanette went onto explain that there is to be a City Wide Group looking at Health Watch. She also informed us that it was envisaged expanding the group asking Sheffield and Doncaster folk to join the group and focus on maybe three ideas a year.

Matters Arising

Simon gave an update on the Margetson disability access. He assured everyone that this would be done by the next meeting including new painted car park lines.

Dr Andrew suggested an idea for the spending of the funds so far raised. He felt that a number of Finger Pulse Oximeters were bought so that each GP could have one in their bag when doing outcalls so that doctors were able to gauge the oxygen levels of a patient. This would be helpful in diagnosis of certain conditions. This idea was discussed but no decision was made at this time.

Comments/Suggestions – Michelle said that more people were attending their appointments now that several patients had signed up for text reminders and deemed the system as a success.

Andrew Stafford's idea of the "ASDA formulae" of report/complaint received, action taken, so far had not been acted upon but this would be looked at more closely in future.

The Comments/Suggestions this time had brought up many comments previously recorded.

Any Other Business

Car Boot – it was agreed to discuss this further at a future date.

Doris closed the meeting thanking everyone for attending.

The next meeting subject to change will be held at 1.00 p.m. Friday 27 May 2011 at Ecclesfield Surgery.