Patient Participation Group

Minutes of Meeting

Monday 15th October 2018

Present – Jonathan McConnell Chair, Gemma Watton, Mike Wreford, Cathy Bowley, Dr Dowling & Melanie Chenoweth, Practice Manager

1. Minutes of last meeting
2. Latest update since Dr Lucas left and Spencer, Paramedic started in July. The receptionists are signposting patients as they contact the surgery to the most appropriate appointment. This could be either with a nurse, a paramedic, a pharmacist (either at the surgery or in the town) or a GP. The surgery has devised a spreadsheet with the most common ailments a patient can ring with and the receptionist refers to this every time. This spreadsheet is being altered and adapted regularly and it is working very well. The patients are given an appointment there and then 9/10, or if the patient just wants advice over the phone this is offered as well. This has freed up more time for the nurse who was triaging. It is constantly being monitored, but early days are positive.
3. We have had 2 experienced receptionists leave in September unfortunately. Zoe and Selena are a big loss for the practice, but we wish them well.
4. Aggression from patients towards staff – this continues. Anyone who is verbally or physically abusive towards anyone on the premises will get a warning; if necessary the police will be called immediately. If the police are called they will be removed from the list immediately, if not then if the patient continues with unacceptable behaviour then they will be removed from the list.
5. Flu clinics have started although the companies have changed quantities and delivery dates which is causing us problems. Also there are 2 companies now providing flus for under 65 and over 65. We also have child nasal flu stocks in so we will be starting those clinics soon.
6. Feedback from Cathy from Neetside Community Centre, is that the management are happy to attend the surgery to update us with the list of users/organisations they have there which may help benefit the practice. This could be useful for the receptionists when signposting patients.

Next meeting will be on Monday 14th January 2018 at 6.15pm