

Bildeston Health Centre Patient Participation Group

Minutes of meeting 18.7.12

Present: June Carpenter; Sue Corp; Diana Beales; Tina Davies; Angela Rogers; Penny Morland; Margaret Maybury; Audrey Rodgers.

Chair: Mark Hainsworth

Secretary: Sue Sayer

Apologies: Julia Yemm; Paddy Wilmot; Barry Bailey; Roger Edwardes; Richard Williams; Nigel McVittie.

Mark Hainsworth expressed his thanks for the huge effort that people had made in getting out the survey forms.

As a result of the survey the surgery is making some changes, these need to be ratified and a re-audit conducted by the PPG

The survey showed that there is overwhelming support for the way the surgery works. The results to be published confirming that the survey has been completed.

We now have a list of deadlines for the local magazines and publications for use in the future. The list to be forwarded to the Secretary, Sue Sayer.

Louise and Jackie to publish the survey on the Bildeston website and make available in waiting room.

Points Arising from the Survey Results

- A locum has been appointed, Dr Hannah Gales, for the next 6 months and will be holding surgeries during the morning. This should help shorten the waiting time for the morning surgeries.
- Repairs and changes, including designated parking lines for disability bays, will be carried out in the car park over the next 3 months. There will be some disruption whilst this is being carried out.
- A question was raised as to why a tree at the surgery had been felled. This was because it was diseased.
- There was a suggestion to put SLOW at the entrance to the car park as

some people came in at speed.

Confirmation that the above actions have been carried out will be confirmed by the PPG.

Responses to Individual Questions Raised in the Survey

- Water cooler in reception area – the cost/safety implications will mean that this will not go ahead.
- The population of the area the surgery covers is stable although there are government proposals for future boundary changes which could impact on the surgery workload.
- Out of Hours – the changes in the number of doctors at the surgery means that they cannot undertake out of hours work as this would put patients lives at risk. This decision was not taken lightly.
- Dispensary – prescriptions can be sent in by post and repeat prescriptions are dealt with automatically. Telephone requests for repeat prescriptions has been tried but it was found that it lead to errors. The dispensary cannot administer repeat prescriptions on the same day, a 48 notice period is required.

Coming Improvements: Software to implement repeat prescriptions online.

- Practice Nurse – the surgery employed a specialist practice nurse but found she was underused and they have therefore not continued with this.
- Online appointment system – this is currently being looked at for implementation in 12-18 months.
- Rudeness by patients to staff – there is to be a notice in reception concerning unacceptable behaviour. The staff will listen to any complaint but they will not tolerate bad behaviour.
- Information System – consideration was given for an information system detailing how the surgery works, waiting times etc. The decision has been made not to implement this.
- Surveys are sometimes carried out by the controlling authorities at random and if anyone receives one of these they are free to fill them in. These are separate from the informal surveys carried out by the PPG.

Next Steps:

- Report to go online
- Point for next time – look at IT format for next survey to ensure results can be read easily
- Where possible to act on some of the comments
- Further survey in 12 months time, possibly with a different emphasis.
- Allow a three month timeframe for changes being carried out at the surgery.

NEXT MEETING 31 OCTOBER 2012 AT 6 PM