

Bildeston Health Centre PPG

Minutes for meeting held on 20th Nov 2013

Present

Jackie Smith, Nigel McVitie, Maurice Blackwell, Tina Davies, Paddy Wilmott, Angela Taylor, June Carpenter, Sue Corp, Audrey Wilcox, Mary , Dr Mark Hainsworth, Dane Keating, Penny morland, Mary Ruffell

Apologies

David Payne

Agreement of last meeting minutes

Minutes were agreed

Matters Arising

Live well Suffolk are not showing any interest in coming to the surgery in the near future.

Adoption of "Working Guidelines for BHCPPG". It was reported that these had been sent out to all members and it was agreed these would now be adopted for use, and will be reviewed annually

Chairmans Report

Nothing to report, see agenda items

Agenda Items

Survey

The survey was filled in by well over 300 people, with the vast majority being those at flu vaccination clinics.

Thanks were given to June, Sue and Tina for the work they did during the survey month.

Problems

IT continues to be problematic. Problems encountered were that it wasn't put on line in time, difficulty filling in on line, there was also difficulty with collating information from those surveys filled in on line. This has to be considered well in advance of the next survey to ensure smoother running of the process.

Results

The pie charts and results that had been produced were discussed at length.

Comments made on survey replies were discussed at length. It was noted that we had to keep in perspective the comments made and compare to the number of surveys filled in, in order to give a comment made the correct weighting or importance.

Age range of those responding was discussed- mostly 60-80yr olds as Flu clinics were major provider of responders.

It was agreed that there would be a survey every year in October

A summary report will be written.

Other areas of discussion were:

- The surgery website and changes that would be coming, such as ability to book appointments on line.
- How other surgeries work, and organise appointments. Dr Hainsworth was able to contribute as to the plus and negative aspects of the different ways of working.
- There was discussion on what government changes could mean for local provision, and that there is a view put forward by some that the NHS may no longer be able to provide all that people want due to financial constraints.
- There was discussion on the government proposed 7 day a week working at GP's surgeries, and the lack of extra money likely to be available to fund this.
- There was a discussion led by Audrey on patient visits when a patient needs to see a nurse and doctor on the same visit, and how this could be done so there was the most efficient waiting time. Mark agreed to take this back to partners to discuss.
- Increased use of A+E and possible reasons for this.

There were no questions raised.

Next Meeting

NO MEETING IN DEC OR JANUARY. Date of next meeting to be confirmed by email.