

ROYSTON GROUP PRACTICE - PRG

Minutes of meeting – 25.03.15

Present:

Angela Adams Practice Manager
Dorothy Linacre
June Whitelam
J Marson
Brenda Hillkirk
Maureen Eames
Beatrice Knowles
Leslie Greaves

Apologies:

Margaret Tinker
Joan Blackburn

No:	Description:
1	Angela welcomed everyone to the meeting, and thanked everyone for their time in attending.
2	PREMISES EXTENSION: The application for the extension is with the planners and everything is going through as planned. There has been an article in the local press outlining our plans for the use of the new extension and we are hopeful that the whole project can be finished in a reasonable timeframe with minimal disruption to our daily working.
3	WELDRICKS CHEMIST Many patients are experiencing problems with Weldrick's Chemist and have asked that this is raised by the patient reference group. The chemist are short staffed and the new 'robot' system doesn't seem to be working. There is a backlog with the prescriptions and patients are being asked to wait long periods of time (hours) before their medication is ready. Many are being asked to call back at another time. The group asked if the GP's would be willing to write to Weldrick's Head Office to formally complain on behalf of our patients. A member of the group also requested that Weldricks be removed from her prescription as the destination chemist.
4	APPOINTMENTS The group raised concerns regarding the availability of appointments, and the long waiting times to book in for appointments. Angela explained the appointments system and also the automated booking facility via the telephone which is available 24 hours per day every day. The group asked if the practice had considered employing another GP (preferably female) and Angela explained the issues around this – lack of available doctors, finance etc. However, Angela said the practice have plans to employ a female GP in the future. Also, the telephone system does not automatically turn over at 8.30am – it is sometimes as late as 8.40am – Angela will speak to the telephone company as this is a fault in the setup.

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	A concern was also raised that the practice are still advertising and taking on new patients, when it would appear we cannot cope with the number of patients we have – hence the need for another GP
5	<p>AMBULANCE SERVICE</p> <p>A member of the group raised concerns regarding the length of time it takes for the ambulance to arrive, also the difficulties in arranging ambulance transport in general. Another member asked about the criteria for booking ambulances and who had set the criteria. Angela explained the criteria is set by Yorkshire Ambulance Service and she would pass on their concerns to them.</p>
6	<p>RECEPTION STAFF</p> <p>Concerns were raised that some members of the reception team can be unhelpful and brusque in their attitude. Angela took details of incidents which she will look in to. Staff are also due to have an update training session in customer care, which Angela is hoping will highlight any areas for improvement. Angela will discuss the issues raised at the next practice staff meeting. A number of patients have also raised concerns regarding one of the GP's and Angela will look into this.</p>
7	<p>PRACTICE NEWSLETTER</p> <p>Angela asked if the group thought it would be useful to produce a quarterly practice newsletter for patients which could include surgery information, healthy lifestyle advice (input from practice nurses) and also general articles of local interest. This idea was taken on board and Janet agreed get together with Angela to work out the format and content. The newsletter will be available in reception and also on the practice website.</p>
8	<p>PPG SUGGESTIONS</p> <p>Photo board of all staff to be put up in reception. Development of displays in reception area Development of practice newsletter.</p>
9	<p>ANNUAL REPORT 2014/15</p> <p>Angela informed the group that the annual report has been prepared and is to be submitted to NHS England and put on the practice website. Hard copies are available on request.</p>
9	<p>DATE & TIME OF NEXT MEETING</p> <p>27th May @ 6.00pm</p>