

Downing Street Surgery
Patient Liaison Group

Minutes of the meeting
Tuesday 8.2.11
18:15 – 19:45

Present: Ian Macdonald, Madge Green, Phil Green, Tony Lennard, Dr Steed, Dr Russell, Cathryn Tresize, Christine McIntosh, Lesley Barton

Apologies

Sue Haworth-Edwards

Welcome

Ian Macdonald welcomed everyone to the meeting.

Minutes/Matters Arising

It was decided to start afresh as there had been a long break between meetings.

Lesley Barton - Introduction

Lesley introduced herself and gave a brief history of her career in General Practice.

Telephones

There was a discussion regarding the problems with the telephone system that the members had experienced. LB explained that to replace the system would not be practical at this time. MG suggested that patients could be asked to avoid heavy call periods (Monday mornings), especially if calling for results etc.

Action points:

- LB to look into asking patients to call at less busy times
- PG to put this message into the patient Newsletter
- LB to speak to the Bourne Practice to see whether they had had similar issues

Internet appointment booking

LB reported that the Practice would also be promoting on-line booking to reduce the call volume. TL queried that there were not many appointments available through this system and that appointments were not often available

within 2 or 3 days. There was also a discussion regarding the EMIS system. LB reported that there would be no development on the Practice's version as a web based version was being introduced. The Practice will move to this version once permission reached from the PCT.

Action points:

- LB to organise promotion of web based booking
- PG to add to the patient Newsletter

Doctors' Who's Who

MG explained that she had been asked if there was a doctor at the Practice who specialised in elderly medicine. KR explained, that all the doctors had an interest in 'care of the elderly'. The Practice also has a very good District Nursing team attached to the Practice who are particularly experienced in Care of the Elderly.

IM suggested that there were a lot of informal support for the elderly, that most people were unaware of. CT suggested that the Practice had a supply of the Age Concern booklet which contained details of support services.

Action points:

- CT to obtain a supply of the Age Concern booklets
- PG to include this in the patient Newsletter

Doors

IM explained that many patients have difficulty with the doors into the reception and that the steps were a difficulty for some patients. JS explained that there were planning restrictions that would not allow the Practice to have a ramp to the front of the building, but there was wheelchair and easier access to the rear of the building. IM suggested automatic doors and LB agreed to look into the cost.

Action points:

- LB to cost automatic doors

Stairs

MG reported that sometimes appointments were made for the upstairs consulting rooms, without informing the patient that they would have to go upstairs. A stair lift was suggested, but it was explained that this was impractical as it would take up a lot of space on the stairs.

The Future

LB and KR explained about Practice Based commissioning and consortia development and what was expected to happen in the future. It is very unclear as the government have not given specific instructions and each area is evolving in a slightly different way. JS reported that Surrey PCT had overspent in the last year and that this was likely to be carried forward into this next year. It was felt that commissioning would be all about saving money, but that there would also be exciting opportunities, but it would be a challenging time for Practices.

Action points:

- PG to include a section in the patient Newsletter

PLG Membership

Following the sad demise of Gary Lockley, last year, and a previous vacancy, there was a discussion regarding the depleted number of members within the Group and a need for recruitment. A number of methods were discussed, but it was agreed the best way forward was for the Partners to identify and approach suitable individuals. LB stressed there was a need to gain a wider cross section of representation.

Action points:

- KR to speak to the Partners about approaching individuals for membership

Health Care Assistant

The Practice have now employed a Health Care Assistant, who will be working alongside the nursing team to provide the nursing services

Dr Steed – Retirement

JS explained that he would be retiring from General Practice at the end of March 2011. He has been at the Practice for 31 years and he has made many friends during that time. He feels very fortunate to have been part of the Downing Street Group Practice. Dr Steed will be sorely missed by the Group and they wish him a long and enjoyable retirement.

Next Meeting

Tuesday 7th June 2011 at 18:15 at the Surgery.