

Downing Street Group Practice
PATIENT LIAISON GROUP
Tuesday 12th May 2009
18:15-19:30

MINUTES

- **Present:** Ian MacDonald, Madge Green, Phil Green, Tony Lennard, Suzanne Nicholls, Christine McIntosh, Dr Kate Russell, Dr Viv Rishworth, Gary Beard.

- **Apologies** - Ali Stanhope, Sue Haworth-Edwards, Cathryn Tresize

- **Minutes/Matters arising**
The minutes of the previous meeting were agreed.
Gary advised that the suggestion of a comments box had been well received and agreement made to put into place. His opinion was that the installation should be delayed until the problems with the telephone system had been resolved. This was agreed. **ACTION GB**
Gary advised that the Baby Changing Unit had been purchased, although it had been delivered the day after Bob the Builder had attended to carry out odd jobs. It was now awaiting fitting. Gary thanked the group for providing the unit which will be a very useful facility for the patients.

- **Practice Nurse Meeting Attendance**
Ian introduced Practice Nurse Suzanne Pike who was attending the meeting in place of Cathryn Tresize. Cathryn is hoping to reduce her input into the group leading up to her retirement and it is hoped that Practice Nurses will attend on a rota basis. Ian commented on how important it was to have their representation.

- **Member Changes**
Ian advised that Ali Stanhope had sent his apologies, saying that as he had been unable to attend the last three meetings, he felt that he should withdraw from the group. The group felt that this was unfortunate, and if his circumstances changed, they would welcome him back.

- **Newsletter**
The recent newsletter produced by Phil Green was circulated and all agreed that it was very informative and well produced. The yellow paper made a feature of the document and new dispensers were working well.

Gary thanked Phil for his work which contributed to the cascading of the results of the patient survey to the patients. Ian suggested that reference to the fact that the newsletter was produced by the PLG should be more prominent and Kate commented that it was very positive that it was produced by the patients for the patients. Tony felt that it was more impressive to get to the bottom and see that it was produced by the PLG and commented on the link to the newsletter on the website home page. It was agreed to make more of the fact next time.

ACTION PG

- **Notice Board**

Ian raised concerns over the effective use of the PLG Notice Board, saying that there was currently nothing displayed and that improvements should be considered. Gary advised that he was aware that the information displayed was out of date, and had removed it whilst it was updated. He circulated some suggestions for information which could be posted on the board. It was suggested that there should be an advert for new members. Gary advised that in the past an advert was placed on the board when someone left the group, and suggested that the information should welcome enquiries from interested parties as a general principle. This was agreed. Ian considered that the new information should be circulated with the minutes for feedback at the next meeting. Tony suggested displaying the minutes of the recent meetings as an interim measure and advertising for members on the website.

ACTION GB

- **Patient Partner**

Gary updated on the progress that had been made with both the Automated Appointments system and the telephone faults. He advised that no guidance had been received from the DoH on the use of 0844 numbers and suggested that no action be taken in this area until the conclusions and options became available. This was agreed. The Automated Appointment system software has been reinstalled and is now available for testing within the surgery. The telephone provider and line provider had been working together to rectify the faults. Gary advised that he was confident that the majority of the faults had been rectified, although there was still an odd problem which was being investigated. The number of reported problems has dramatically reduced and the Receptionists are continuing to monitor the situation. The members commented on how extremely complex the system was and that good progress appeared to be made. Gary advised that he was confident that the outstanding issues would be resolved in the near future.

Advertising of the automated system was discussed and suggestions made surrounding adding the information to repeat prescriptions, handing out slips at reception and advertising on the website. Christine suggested a member of the PLG may like to speak to patients about this in the Waiting Room. It was agreed that the large campaign last time had been wasted as the system had not delivered, and that a slower introduction may be better once we were comfortable that it was working successfully. This was agreed.

- **PBC**

Gary advised that the Lay Board member Mayonne Coldicott had requested to visit the group to discuss the aims and objectives of the group. Part of her role was to inform patients and members of the community of the work being undertaken. Gary asked if the group would like her to attend the next meeting and the response was favourable. Gary will arrange this.

ACTION GB

Gary advised the group that there was a very good website for the PBC group and suggested that the members take a look as it provided information on projects they were currently working on. The website is www.farnhampbc.com

- **Surgery Improvements**

Gary advised that the PCT may be able to offer some funding for surgery improvements. Whilst they would pay a proportion of the costs, the surgery would need to fund the balance. He advised that consideration had been given to refurbishment of the patient toilets and replacing flooring on the first floor. The cost of these improvements was prohibitive and it was felt that a Patient Information Screen in the waiting area would be more beneficial to patients. An application would be made to the PCT for this and the group felt that it was a very good idea. **ACTION GB**

- **AOB**

Madge suggested that a good fundraiser could be selling books in the Waiting Room. Tony agreed that this was very popular and could produce good funding, although it needed managing constantly and may prove difficult to maintain. Concerns were raised surrounding the availability of space.

Date of Next Meeting Tuesday 29th Sept @ 6-15