



IVY GROVE SURGERY PATIENT GROUP MEETING Thursday 28 April 2016

Attendees:

Mike Ingham (MI)	Chair
Janette Cavanagh (JCC)	Assistant Practice Manager
June Coleman (JC)	
Paul Tonks (PT)	
Liz Parkes (LP)	
Ann Robey (AR)	

Apologies:

Yvonne Price (YP)	
Gill Mather (GM)	
Ann Robey (AR)	
Mary Burgin (MB)	
Betty Moore (BM)	
Wendy Hardy (WH)	
Irene Parry (IP)	Vice Chair
Mike Ganly (MG)	Secretary
Dr Wong (DrW)	Practice Doctor
Charmagne Stephenson (CS)	Practice Manager

Outstanding Actions as at 28 April 2016

Newsletter

DrW now preparing the next Newsletter. The sub group will arrange for an article to be prepared for the subsequent edition (ie the one following the publication DrW is currently preparing).

**Action: MI/IP/GM/WH/
LP/YP**

Treasurer (see election/reelection of officers above)

All documents have been passed to MI together with the paying in book, chequebook, petty cash etc. pending a decision on the role of Treasurer.

Action: MI/IP

Secretary (see election/reelection of officers above)

As discussed previously this role is to be rotated on a monthly basis.

Action: ALL

Carers day

JCC is to write to all carers on the practice records to advise them of this

monthly facility.

Action: JCC

Patient online access to records

Online access to patient records is now switched on. This will eventually allow patients to access their medical records online but they must apply to obtain access. However, due to the sensitive and confidential nature of the information, work needs to be done by the practice to ensure no inappropriate data is disclosed. This requires coding to be developed and until this is done the facility will not be available to patients. DrW will keep the group informed.

Action: DrW

Over 65's event

- Will run from 2 – 6pm on 18 May. Posters have been prepared which need a small amendment and will then be issued to volunteers to distribute. Details of the event are on the website and prescriptions. Letters publicising the day and seeking involvement have been sent by the practice to various organisations, many of who have committed themselves.

The PG have been asked to consider which charity they wish to benefit from any funds raised.

▪ **Action: All**

- The PG will decide who will attend the event on behalf of the PG at the next meeting but in the meantime the volunteers will have a further meeting with JCC prior to the event that JCC will arrange with IP.

**Action: JCC/YP/LP/IP/
GM/WH**

Patient experience

The additional complaints' MI has been sent to MI. It will be decided at April's meeting whether the group want to review this with the April – October 2015 list of complaints (of which there were only 14, which is excellent in view of the number of consultations) to consider whether they can involve themselves in an attempt to further improve the patient experience.

Action: All

Late Night Opening

Due to commence 4 May. Therefore, May's PG meeting will be Wednesday 25 May. Arrangements are in place to ensure all communications detailing future meetings will be amended accordingly e.g. prescriptions, Newsletter, Notice Board, All Things Local etc.

Action: All

Advertisements

- Being placed for a new permanent doctor, and temporary doctor from July/early August to cover for maternity leave. Up to the April meeting there had been no responses to adverts. CS will update.

- **Receptionist**
New receptionist was due to start mid-May.
- **Patient Information screen**
Being replaced by utilising funds available from CCG. CS will update.
Action: CS

Frantic Families (FF)

Decided that WH will contact FF to see if they are able to provide a piece for the Newsletter.

Action: WH

Additional information

DrW informed the group:

- Due to unprecedented demand there have been problems with online appointments. This will hopefully resolve itself as demand decreases. This highlights the issue of patients considering carefully whether their need to see a doctor is really necessary. Update Dr Wong.
- Reminders to patients of making one appointment for one problem are to be included on the website, posters, doors etc.
- There are still matters to be resolved relating to the CQC inspection with which the practice are dealing. Additionally MI has written to Prof. Field of the CQC supporting the practice in their attempt to achieve an outstanding status.

Date of Next meeting: 7pm, Wednesday 25 May 2016