

Blue Dykes Patient Participation Group

Minutes of a meeting held at Blue Dykes on Thursday 1st May 2008

Attendance

Dr Tara George (chair). Rae Morton. Ian Morton. Helen Wakerley. Ted Keeton. Wendie Heading. Chris Fletcher. Roger Cowen. Jean Slater. Samantha Twigg. Verity Shelton. Ann Small.

Apologies

Mrs C.Holmes. Mr A.Jess

Minutes of Last meeting

Minutes of the meeting held on Thursday 3rd April were approved and adopted.

Surgery news

Dr George announced that Dr Dilley is to retire in July. Dr Mann will become senior partner and a new partner is currently being recruited.

Verity Shelton, the practice manager, is to take maternity leave shortly and will be absent for 6 months. A temporary replacement is being sought.

Dr George outlined three recent incidents which have resulted in patients being removed from the practice list.

- The forgery of a sick note.
- An aggressive patient who was verbally and physically threatening towards 2 members of staff.
- A violent incident in the waiting room in which a patient had to be removed from the building.

This prompted a long discussion on the question of security within the practice premises and the apparent conflict between patient confidentiality and positive action to stop and deal with such behaviour.

It was agreed that Roger Cowen, after further consultation with Dr George, would raise this question with his M.P., Natasha Engel.

Notice Board

Mr Cowen and Mrs Fletcher said that they were ready to begin the PPG Board near to the entrance to the waiting room and would include contact information for group members. They were congratulated on the work done to the main board on the wall opposite to the door.

The Telephone System (from last meeting)

The group engaged in a further prolonged discussion of the telephone system currently in use in the practice.

It was recognised that the practice is contractually bound to the system, including the 0844 number, for the next two years.

In answer to a query from Roger Cowen, Dr George said that it would not be possible to revert to a manual telephone system, giving the following reasons:

- Contractual obligations.
- The loss of an automated queuing system, increasing patient frustration.
- The human and economic cost of such a manual system.

It was agreed that, for a trial period, the header system would be simplified to offer two options:

- To reduce the length of the pause after 'Welcome to Blue Dykes...'
- "To use the automated appointments system, press 1"
- "To speak to a receptionist, press 2"

PPG Newsletter

Hold to next meeting

Date of next meeting

Thursday 5th June 2008 at 7.30 p.m. Agenda items and apologies to Ted Keeton by 3rd June.