

Blue Dykes Patient Participation Group

Minutes of a meeting held at Blue Dykes on Thursday 1st October, 2009

1. Attendance

E.Keeton. J.Kirby. D.Needham. V.Shelton. K.Slack. S.Pacey. W.Heading. C.Fletcher.

Mrs Shelton assumed the chair and welcomed a new member, Stephen Pacey.

2. Apologies

J.Mann. J.Slater. A.Small. H.Brown. R.Butler.

3. Meeting held on 2nd July 2009

The minutes were adopted as a true record after two amendments had been made.

4. Matters arising

a) Advanced booking reminder system

Katie Slack has queried this with the BMA who rule that appointment reminders should only be made with the prior approval of the patient. That was deemed not to be feasible within the practice. The BMA do not support fining patients for non attendance but argue that the cost of their non attendance should be drawn to their attention.

b) Formulation of care plans

It was reported that there have been major changes to this matter and that the post is to be re-evaluated before the post is advertised.

Resolved to the next meeting.

c) Appointments

Once again, there have been major changes to the allocation of appointments within the practice. Each doctor will now have:

4 appointments bookable two days in advance.
12 appointments bookable on the day.

This will apply to partners, salaried GPs and locums but will not apply to registrars.

There followed a prolonged discussion on the structuring of the automated appointments system. It was felt that the menu could be adapted to offer a choice of doctors with a primary

option offered to those patients who expressed no reference.

Mr Pacey highlighted the frustration experienced by patients and suggested that a conciliatory message could be included in the introduction and a flow chart be published showing the appointment options in graphic form.

Members of the committee asked if there were sufficient doctors to meet the demands of the patient body. Practice management said there were but that the whole matter was under review.

Leading from that, there developed a discussion on the manner and composition of consultations and Mr Pacey felt that it could be helpful if the practice had a complaints form since this could help to defuse difficult situations.

Action – to next meeting

5 Telephone system

Ted Keeton drew the attention of the meeting to the decision of the DoH to stop practices from using premium rate 0844 numbers, substituting local numbers. He asked when this would come into effect and if the practice would issue a local (01246) number in the interim.

Action: to next meeting.

6 Practice News.

- a) Carol Gavins is returning to the practice.
- b) The practice has recruited one full time and two part time nurses.
- c) There have been two applications for locum GP posts.

7 Any other business

- a) Dennis Needham asked about the Groups involvement in the forthcoming vaccination clinics and it was agreed that tea, coffee and biscuits should be sold at 50p a time and that Ted Keeton would run a book stall.
- b) Practice management told the meeting that a retired consultant was coming out of retirement to act as liaison between the hospitals and GPs.
- c) John Kirby asked that the Pathology Department at CNDRH be provided with a direct local number to the practice to circumvent to automated system.
Action: Practice management to arrange.

8 Next meeting

It was agreed that the next meeting should be held at 7.30 p.m. on Thursday 12th November 2009 at the surgery and that no meeting will be held in December.

Apologies and items for the agenda to the secretary by 10th November at 01246 590191 or by email at tedkeeton451@btinternet.com