

WHITTINGTON MOOR SURGERY
PATIENT PARTICIPATION GROUP

MEETING HELD 10-9-12

1) **Present** – Melvin Tooker, Lesley Hague, Enid Krygier, Hilary Hicklin, Sybil Waplington, Gwyneth Jessop, Dr Katy Stoodley, Kathleen Bradbury, Maureen McDonald and Val Johnson.

2) **Apologies** – Tony Cox.

Lesley chaired the group in the absence of Tony.

3) **Minutes of the last meeting** – accepted as a true record.

4) **Matters arising** – There was positive feedback about the notice boards around the surgery, and the placement of the PPG notice boards.

Dr Stoodley informed the group that the surgery staff were experiencing problems with the Productive General Practice computer package. The practice are discussing the issues with the Primary Care Trust and the NHS Institute for Innovation and Improvement who had designed the programme. All practices who were involved in the programme were experiencing the same problems. Hopefully the programme would continue once the issues had been ironed out.

5) **Ground rules of meeting** – were read out and accepted.

6) **Locality feedback** – Lesley gave feedback from the Locality group, and gave a brief resume of a presentation given by Dr Richard Bull Deputy chair of the CCG. A lively discussion followed, especially about the progress and the make-up of the CCG. Lesley also commented that she felt that our surgery was in a prime position in the make-up of the new system, as we had an effective PPG, that we were represented at the Locality group and that Dr Church had been accepted onto the CCG board.

7) **Abusive behaviour** – There had been several instances of abusive and aggressive behaviour from patients/visitors towards staff members recently. This had led to staff members feeling upset and threatened. The issue was discussed at the surgery and it was decided that Dr Woodcock would take the lead in confronting the problem. Notices are to be displayed around the surgery stating that such

behaviour is unacceptable and would not be tolerated. A staff policy has been formulated and staff training sessions initiated. Anyone found to be abusive/threatening will be contacted by letter, re-iterating that their behaviour is unacceptable and further instances could result in them being removed from the GP list. A member of the PPG group had been witness to one of the incidences whilst waiting at the reception area, and had been left feeling so uncomfortable that she had left the surgery. She suggested that other patients, within the vicinity of the problem could be removed and dealt with by another member of staff. Dr Stoodley and Val thought this was a good idea, and would put it forward at the next staff meeting.

- 8) **Updating patient records and SMS Text Messaging** – The practice was handing out slips for patients to update their contact details, also under discussion was a texting system for appointment reminders, in an attempt to reduce missed appointments, especially appointments that are for 20 or 30 minutes.

- 9) **GP patient survey** – the results of the GP patient survey commissioned by the CCG, had been received that day and was given by Val. Out of 39 practices we are fourth highest for rating the overall experience as good and 3rd highest to be recommended to someone who had just moved to the local area. In each section we are above the national average, this was well received by the group, and the results would be displayed in the surgery.

- 10) **Flu Saturday** - this is on Saturday the 29th September, it was suggested that it may be productive for the PPG to have a presence there, several members of the PPG volunteered to attend.

DATE AND TIME OF NEXT MEETING

MONDAY 3rd DECEMBER

1.-30pm

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