

Twickenham Park Surgery Patient Participation Group

Meeting 2

28th December 2012 8pm

Facilitated by:

Chaired by:

Present:

Apologies from:

(the above has been anonymised for website publication)

Welcome and Introductions:

BJ welcomed and introduced JH to the group and thanked everyone for coming.

Patient Survey:

The group looked over the revised draft Patient Survey; PH had been asked to give his thoughts via e-mail as he was unable to attend, which he kindly did these were read out by MU. The group agreed with his comments and it was decided to remove questions 1 & 2, amalgamate 3 & 4 and re-word 12 & 19.

Actions: These changes have now been made and the final version is attached. Please contact SM with your final thoughts.

Website:

At our first meeting a Practice Website was discussed. BJ Informed the group that this was now up and running, although still needed a final few tweaks.

Action: SM has made final amendments to the site and will now start to advertise this to our patients. As previously discussed BJ hopes this will alleviate some of the telephone traffic . We will monitor and discuss at a later date as to whether further measures need to be taken to improve patient access.

Group Members:

We had originally agreed on ten members for our PPG group, we now have eight members.

Action: SM has added the PPG information to the website, and information is still displayed in our waiting room. We hope these measures will get enough patients to complete our group.

On-line Prescription Ordering:

BJ advised the group that as previously discussed, providing patients with on-line prescription ordering facilities is still a high priority for TPS. We are currently waiting for Vision our clinical system providers to roll-out this facility. MU confirmed he has received his equipment and training and is ready to proceed when we are.

Action: SM will contact Vision for an update on this facility.

Developments in the Local Health Service:

An update was given regarding the developments within the local health service. The CCG has been approved with two conditions which have now been met. KM advised us on the situation regarding District Nurses in the area. They have been advised that job cuts are likely as HRCH are having to work with a reduced budget. JH fed back that from his personal experience the District Nurses he has had contact with have been invaluable and have in the past allowed him to be cared for at home. KM advised that two community matrons were now involved in the project and the aim remained to care for patients in their homes where practical. BJ spoke about a pilot scheme that had applied for funding to identify patients that would benefit from home care. The possibility of Practice based DN's was discussed as BJ had found this worked well in the past.

Action: SM will try and get some more information on the DN's and pilot project for the next meeting.

For discussion at next meeting:

Patient survey results
Progress on on-line Prescription ordering
Website

Date of next meeting: Monday 15th April 7.30pm

References and Links:

www.twickenhamparksurgery.co.uk