

Minutes of Patient Group Meeting – Tuesday 20th June 2017 at The Shady Oak

Present: Ann S (chair), Jenny T, Pam W, Mike D, Chris H, Chris C, Yvonne S
Apologies: Jachore D, Joyce W, Kath I, Gillian R, Mark W, Jihn B, Sheila F & Maureen H
(volunteer for Flu Clinics)

Minutes

All agreed minutes of last meeting dated 28th February 2017.

Newsletter

All agreed that this would be done in advance of the Survey. Chris happy to volunteer yet again. Bumper issue early September – pre Flu Clinics. Some items to add;

- Ann Smith as Practice Manager
- Dr Clay as a new Partner
- Where and when are our GPs?
- Did you know.....Hospitals can give out results of tests etc.
- Advance warning of the Survey.
- DNA's and rules.

Jenny to email additional information by early August.

Survey

All agreed that Survey would follow late autumn. Questions were raised regarding patient input and distribution of survey. Ideas regarding circulation welcomed but all recognised the difficulty in attracting patients to complete. Ann commented that her Practice of over 14,000 patients had only 85 returned! A discussion needs to be had on questions included in survey. Eg, Pam mentioned how patients find the Out of hours service as there appears to be mixed reviews.

Appointments

Discussions were had regards to timescales of over a week. Mike raised the issue that Bramhall have five mores sessions than Shaw Heath, Jenny explained this differs due to the day to day of room availability and annual leave. The service the Pharmacy can offer was also discussed as they can give advice on minor conditions Eg, eyes and information on medication. Patient Group asked if the video consultations were going ahead. There are a few issues with having consultation rooms on the first floor but this will be solved if the refurbishment plans go ahead.

Parking

Pam asked if there have been any objections with the parking on Neville Road with regards to the refurbishment plans?

Refurbishment

Ann talked about the latest information regarding the refurbishment project. The CCG have agreed to pay for the architects. The firm of architects we will be using are specialists in medical centres and they have recently carried out the refurbishment of a practice in Cheadle, they are looking at the space and balance of BH as it's on a conservation area. The plans so far are a single storey extension to the rear of the building to enable all consultation rooms to be on the ground floor, two waiting rooms and moving the entrances to make better use of the parking facilities.

A & E / 111

The group asked if it is a GP that triages in A & E or a nurse. Chris C said she contacted 111 recently and the response was superb, she was also given a follow up appointment.

AOB

New Phone system

The new telephone system with automated messages is still ongoing.

Patient Group Meetings

Suggested that Gp's and Nurses are invited to the meetings.

Next Meeting

Scheduled to take place at 3.00 Tuesday 26th September at The Jolly Sailor.