

Grovelands & Grenoble Medical Centre

Website: <http://www.gpdoctor.co.uk>

Feedback from Patient Participation Group (PPG)

24.7.2014

Members Present:

Doctor C. Patalay

Mrs J. Renton

Mr S. Wells

Mr V. Mehta

Mrs G. Mehta

Mr B. Kelland

It was said that there are many initials for different groups ie. CCG and PPG. Mrs Renton agreed we should have a list of what all the initials stand for.

We must set up a constitution and aims. It is to be called Patient Participation Group (PPG) and the name of the surgery.

The aims of the group are to benefit the patients and the practice. Membership of the group should be open and free to all patients of the practice.

Doctor Patalay wants patients who are dedicated to the aims of the practice.

Mr Kelland suggested that patients could participate from home and Mrs Renton agreed patients could go online. She also suggested we could hand copies of the newsletter to patients. Mrs Renton said we could send messages to schools and parents. It is important that everyone must liaise with the practice and not go off by themselves.

Mrs Renton said it is too costly to send the newsletter by post and Mr Wells agreed saying patients can ask at reception for copies of the newsletter. Doctor Patalay said we can attach copies of the newsletter to the patients prescriptions.

Mr Wells asked if we should involve groups like the Over 50's Forum but Doctor Patalay said it should just be for ourselves.

Mr Kelland says communication is a big problem ie. If a patient had had an operation they should have electronic communication and a hard copy.

Mrs Renton says that the Redbank PPG feedback is practical and down to earth. We should meet no more than 4 times a year.

Mrs Renton went to feedback training on PPG at Holbrook House. If everyone is happy to take home the feedback and make any amendments if necessary.

Clinical Commission Group (CCG) are a group of doctors trying to improve the services for as little money as possible. They are budget holders. The practice are responsible for the budget in each practice ie. staff, postage etc.

Mrs Renton said that the CCG have offered to get speakers for dementia etc. She said we can think about this and discuss at the next meeting.

Mrs Renton would like photographs of the staff so patients can overcome white coat syndrome. She said if you know what a doctor looks like it helps. She would like a profile of each of the doctors and their specialities and she is happy to sit with the practice managers to finalise this. Mrs Renton is happy to see that the receptionists now have name badges.

Mrs Renton said in the constitution we should add about confidentiality and Mr Wells said we (patients) should not see anything confidential and Doctor Patalay said sometimes this is unavoidable but we are all aware to do our best to avoid this.

Mrs Renton said we need to elect officers. We need a Chairperson and Vice Chairperson. Mr Wells wanted to know if they would be responsible for organising meetings. Mrs Renton said she would be happy to be Chairperson and Mr Wells volunteered to be Vice Chairperson. They will email each other.

Dr Patalay said that many jobs were given to the doctors. They had never trained for accountancy etc. Some doctors were not sure what they were supposed to be doing and they are all learning. Mr Kelland thinks it is all a move in the right direction.

Mrs Renton said she had heard of one practice in Enfield that will have nothing to do with PPG meetings.

Mrs Renton said when Grovelands was recently inspected she was asked how much we are involved with the PPG and she said to the inspector that she is happy with the practice managers involvement.

Mrs Renton commented on the patient check in screen at Grovelands is in the wrong place and that the ipad for patient feedback at Grovelands is tucked away and not readily available. Mrs Renton said a more user friendly ipad may become available. The old one takes 7 minutes.

Mr Kelland (who is a new patient at Grovelands) said he had witnessed children running around out of control. Dr Patalay said that Evergreen Surgery in Edmonton is purpose build but totally chaotic. To which Mr Kelland replied that GP surgeries in Scotland are far superior to England.

Mrs Renton wants a cross section of patients in the PPG ie. to include new mothers etc. She said it must be clear the PPG is not a complaints board to which Mr Wells said "what is a complaint". She said practical things, not medical complaints. We do have a suggestions box in the waiting area of the surgery. Mrs Mehta said we can direct patients to the right person if they have a complaint.

Mr Wells would like a drop in service once a year so a doctor could be there and PPG to discuss what services are on offer as he thinks patients are not aware what is new. Doctor Patalay said that we tell patients where to go for blood tests etc and instruct them about what to do regarding referrals. We can put any new services on the notice board. Mr Mehta said can also go in the newsletter.

Mrs Renton said that Doctor Bhagat said the new surgery will be open 7 days a week with a pharmacy. Mr Wells said why do we need a pharmacy when there are many pharmacies around and the one on site will take all the business. We have freedom of choice and can use whichever we choose. Doctor Patalay said we must not recommend pharmacies.

Mrs Renton said we will be able to use Skype to consult an doctor and Doctor Patalay agreed this is a good thing.

Next meeting is **THURSDAY, AUGUST 28TH 2014 @ 1 PM** at Grovelands Surgery.

Mrs Renton will check with Rosemary and confirm.

July 24 2014