

# **Aylmer Lodge and Cookley**

## **Patients' Participation Group**

### **Minutes of the meeting on 30<sup>th</sup> October 2013 (not yet agreed)**

**Present;** Barbara Pugh (chair) Julia Stanfield (Secretary) Di Millett (Practice Manager) Lisa Benton (Cookley Practice Administrator) Dr Tony Carter (part of meeting) Frances Peckham; Elaine Botfield; Heather Fulcher; Peter Bishop (for Cookley) Janet Rodgers (for Cookley) David Coultas; Roni Solomons; Ann Rendell.

### **Apologies;**

Graham Howell; Margaret Rogers; Jim Lawson; John Younger.

### **Matters Arising**

Di updated the group on the issues raised at the last meeting on the initiative to reduce queues. She added that the practice is also installing a phone in the upper waiting room so that patients can contact the reception desk.

Both GP Practices and Cohens Pharmacy are now very vigilant on restricting the car park barrier number to legitimate callers only, to cut down on outsiders, especially hospital visitors, misusing the car park. The number is also being changed more frequently. The possibility of a security person to 'police' the issue is also under consideration.

### **Patients' Survey in December**

Dr Carter outlined the annual national survey and asked for extra questions for Cookley Surgery and Aylmer Lodge.

The group suggested asking patients' views on Extended Hours, e.g. evening or weekends; (the surgery already meets the current requirement by some evening opening.)

They also suggested asking whether patients would like to do more online e.g. book appointments.

### **Cookley Surgery Feedback**

Lisa Benton, Cookley Practice Administrator will attend these meetings when possible.

The surgery is smaller and more informal than Aylmer Lodge and the personal touch is very much appreciated by patients.

Janet raised a concern about medication she had received from the pharmacy, which lacked an explanatory leaflet and was confusing. Lisa understood how this had happened and asked Janet to return it to the pharmacy, for rectification. Lisa is following the issue up herself as well.

There is the possibility of confusion about where Cookley patients will be seen, as they can use either surgery. Staff have been asked to make it very clear to patients, which surgery is intended.

Peter and Janet expressed concern there is no nurse at Cookley on a Friday morning, however, a phlebotomist is available to take blood tests.

### **Aylmer Lodge**

Barbara handed out a rota for volunteer PPG members to assist in reducing queues again in November. Members should report to reception on arrival and wear a name badge.

Janet will spend time at Aylmer Lodge and Barbara at Cookley, so that they improve their own understanding of how the surgeries work.

David asked whether there could be a drop-in phlebotomy clinic at Aylmer Lodge, unfortunately this would not be feasible due to staffing constraints.

### **Stanmore House**

Di explained that Stanmore House Surgery would be temporarily moving into Hume St Centre from 4<sup>th</sup> November due to their building being closed for the removal of asbestos. Their staff will be in Reception to direct their patients upstairs, where rooms have been made available for up to 4 weeks. They will have their own waiting area upstairs. Staff have been asked to car share, walk, cycle or use public transport whenever possible so parking is available for patients.

### **CQC**

Papers were distributed explaining that the Care Quality Commission will visit each GP surgery at some point and that a PPG member should be invited to meet them and comment on the practice.

### **National Association for Patient Participation (NAPP)**

Barbara explained the role of NAPP and asked if the group would like to join it. The matter will be on the next agenda for a full discussion.

### **AOB**

#### **Keeping Well in Winter**

The Clinical Commissioning Group is asking surgeries to do whatever possible, along with other agencies such as Act On Energy, to reduce winter illnesses and fatalities. Members were invited to attend an information day on 14<sup>th</sup> November to learn more.

When the PPG assist with the Patients' Survey, they will then share information and pass out leaflets.

#### **Future Agenda Item**

Most information on the NHS etc is now online. The group needs to find solutions for members who cannot access the internet.

The meeting finished at approximately 8.30.

**The next meeting will take place on Wednesday 4<sup>th</sup> December at 6.30pm.**

**Signed**

**Date**