

St Bartholomew's Medical Centre Manzil Way Oxford OX4 1XB
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<http://www.sbmc.org.uk/ppg.htm>

Patient Participation Group

Minutes v1.1 of the meeting held on Thursday 10th May 2012 at 1.00pm at the Practice.

(LARGE PRINT VERSION AVAILABLE ON REQUEST)

Present:

1. Sarah Betts (Assistant Practice Manager) (Sarah B)
2. Geraldine Coggins
3. Nycky Edleston (Chair)
4. Gill Eltningham
5. Phillip Kelly
6. Sarah Lasenby (Sarah L)
7. Patsie Law
8. Tia MacGregor
9. Emma Moorby
10. Nick Walker (Secretary)

Apologies

1. Shallo Chand
2. Anton Glinski
3. Tia MacGregor (covering for another doctor's illness)

There were 3 members of the group who had not sent their apologies to this meeting. They would be sent an email by the Secretary asking if they were still interested in being in the group.

Previous Minutes

The previous minutes were signed after minor corrections.

Matters Arising

Dropped kerbs/parking

Sarah L. updated the group on this. The introduction of a Controlled Parking Zone in this area (which has now been approved by the City Council) should help eradicate the parking problems in the adjacent streets to the Practice.

Rubbish

The rubbish bin outside the Practice has been removed as it was often overflowing and caused more of a problem than it solved.

Bike parking

Nick mentioned that the bike racks had been installed on a slope which made locking a bike difficult as it started to roll down hill.

Self check-in screen – disabled accessibility

The radiator can't be repositioned without substantial re-plumbing

Waiting times

Sarah B. updated the group to say that receptions will now say how many people are waiting in front of you to those that check in at the reception desk. This didn't solve the issue for self-checking in patients.

Size of Patient Participation Group

It was agreed that 12 members was the recommended size of the group.

Meeting times

It was noted that because of childcare responsibilities Anton cannot attend evening meetings. It was agreed that it wasn't absolutely necessary for Anton to attend every meeting, but at present we have questions which he had the answers to and access to information on, so evening meetings could still be held as there they are preferred by some members of the group.

Clinical Commissioning Group.

This item will be discussed at the next meeting in June 2012.

Local commissioning was discussed briefly.

Out of hours surgeries

Emma said there was an issue on where to attend out of hours as sometimes the Manzil Way Surgery referred them back to St Barts.

Telephones

Sarah B. said she thought they were getting to calls quicker. The new system procurement is with the Partners for approval, together with the facility to book appointments online. Booking online is likely to be in place before the new phone system. The Practice is collecting patients' email addresses.

The appointment text reminder service is also likely to launch soon. It was pointed out that this will only work efficiently if patients have provided an up-to-date mobile number.

At present there is no way of seeing or analyzing call volumes.

Some members of the group find the NHS Direct prompt when you ring the Practice unnecessary.

The queue at the front desk at busy times was mentioned. Sarah B. said that staff were flexible to respond to demand either at the front desk or on the phones.

There was no agreement in the discussion on whether repeat prescription requests over the phone (which St Barts does) were a good idea.

Missed appointments

These individuals are spoken to about this next time they visit a doctor at the Practice. The Practice's no-show figure is about average for surgeries in the East Oxford area.

Staff news

A new secretary (who will also provide translation work for a clinician) and a new receptionist have started.

There is a good mix of experience on the front desk now and it is hoped that the team will be stable now.

Nick thanked the receptionists for their hard work and calm professional manner.

Recruitment

Sarah B. said that the direct.gov website was used to advertise vacancies, and good applicants responded to their adverts.

Practice news

Sarah B. reported that the new Brookes building would be ready for the Brookes Barts' practice to move into on schedule in January 2014.

Practice boundaries pilot

There was discussion about a pilot scheme in other parts of the country where you register with a GB but also have a registration with another GP near where you work.

At present, everyone who is registered with the Practice is assigned a regular doctor here.

The group thanked Sarah Betts for attending and providing useful information to the group's discussion.

The meeting ended at 2.00pm

Date of next Meeting

1.00pm (sharp) on Tuesday 26th June 2012 at the Practice (revised time because of Practice room availability)

Action Points from the SBB-PPG meeting held on Monday 10th May 2012 v1.0	
Nick Walker	Produce and upload final minutes of last meeting via Anton.
Nycky Edleston	Agenda for next meeting – call for items from group members and upload one week before next meeting