



Montgomery House Patient Participation Group 4th August 19:00

Notes:

Present Ms Janet Attwood, Mr David Attwood, Mrs Marion Evans, Mr David Evershed, Mr Ian Kilshaw, Mrs Sandra Ashe, Mrs Margaret Bourne, Mrs Doreen Kempton, Dr Will O’Gorman, Dr Ben Loxton-Edwards

Introductions

Aims of PPG

The aims of the PPG were outlined again. The main aim is to increase patient involvement in the running of the practice. We would also like to improve communication with our patients and identify priority areas for development. All patients are welcome to join the PPG. We are seeking a PPG which is diverse and representative of the practice population. The group will aim to identify priority areas. Once priority areas have been identified the PPG will carry out a patient satisfaction survey to help shape service improvement.

Ground rules

We discussed some ground rules. This is not a forum for discussing individual medical problems. Any disagreements in this forum would not alter the doctor / patient relationship.

Review of notes from meeting 1 and actions

The notes from the first meeting were reviewed. The PPG was generally happy with the notes, there were no significant omissions. The PPG was pleased that previous suggestions had been acted on.

Views from the PPG

- DK asked if we had any need for volunteer drivers. BLE said that we would like to make use of volunteer drivers. Volunteers could help in bringing patients to appointments. It would be useful to have a group of volunteer drivers attached to the practice. BLE will contact DK to see if we can take this forward.
- BLE thought that lost appointments to patients who do not attend (DNA) would be an area that the PPG may like to focus on. There are currently over 200 DNA appointments per month. We discussed this issue at length. DA argued that this issue was not something the PPG should be addressing and was up to the practice to resolve.
- BLE suggested that members of the group may like to volunteer as a Chair and Secretary.
- Mr Ian Kilshaw volunteered as the Chair.
- DE asked for further clarification regarding the usual Doctor/registered Doctor system. WO and BLE explained the system. The practice has over 12,000 patients. All patients are registered with Montgomery-House surgery and assigned a 'usual Doctor'. We encourage patients to find out who their 'usual Doctor' is and make a habit of seeing their 'usual Doctor'. The 'usual Doctor' will be receiving their hospital letters, blood tests and will respond to queries from other health professionals (Practice Nurses/District Nurses/Health Visitors). The 'usual Doctor' will complete any insurance reports etc. A patient's 'usual Doctor' is recorded in the top right of the EMIS computer screen.

When previous Partners left, their patients were transferred directly to the incoming Partner's list. (Dr Rowlands → Dr Fallows) (Dr Slowther → Dr Loxton-Edwards).

Patients are welcome to change their 'usual Doctor' by asking a Doctor or reception to change the computer record.

Current usual Doctor figures

	1/8/11	
	Usual Doctor Figures:	
	Doctor	TOTAL
1	Murphy	1868
2	Brand	2017
3	O’Gorman	2544
4	Fallows	2260
5	Loxton-Edwards	2574
6	Frankland	0
7	O’Leary	303
8	Tipper	251
9	Uberoi	240
	Total:	12057

- There was a discussion on the type of survey that the PPG would use and the priority areas. After much debate the PPG decided to perform a pre-survey in the waiting room. Once this pre-survey has been completed we will design a more in-depth survey.

PPG action plan:

- Perform an initial fact finding pre-survey to canvass broader patient opinion and work out priority areas for a more in-depth survey.
- Meet again on Monday 12th September at 19:00.