

Patient Participation Meeting
5th July 2012, at Cambridge house Surgery,

<p>Present: D Wilshaw (DW) J Steele (JS) P Thomason (PT) H Finlow (HF) Audrey Haywood (AH) K Brookes (KB) Lynette Haywood (LH) Diane Conway (DC)</p>	<p>Apologies: Dr Q Siddiqi T Brennan J Bailey</p>
1. Previous minutes discussed and signed off	ACTIONS
<p>2. Patient Survey – DW gave out copies of an amended patient survey questions which she had added to last year’s survey, asking for any recommendations to be added. PT asks if we can add to question 5 – Do you get the help by receptionists as and when required. LH asks if Q1 - if somewhat too little to be removed and add necessary amount of time needed to be added. PT asks if not applicable can be added to all questions.</p> <p>DW asks if all members could be available for 1 session each over a 2 week period in August so that the members can conduct the survey during surgery times for nurse and doctor.</p>	<p>DW to amend questionnaire.</p> <p>Everyone agreed to do a session each</p>
<p>3. Disabled ramp - DW informed group that a grant application has been submitted for the disabled ramp and a new surgery front door, and we should know if we have been successful sometime in late July. The work should then be carried out in August to comply with CQC regulations.</p> <p>PT asked about the side door for the ramp. LH suggested a bell into reception.</p>	<p>DW to keep group informed.</p> <p>PT to organise a bell for side door</p>
<p>4. Infectious area – LH suggested that we use the bottom of the stairs room as an infectious area so that patients with suspected infections can sit away from other patients.</p>	<p>DW to advise receptionists.</p>
<p>5. DW asks if any of the members would be interested in joining the membership scheme for the PCT. It would involve attending meetings regarding changes to General Practice etc and for them to feed back to our group. TB was considered but he is unable to make a commitment to it. LH said that she had attended one meeting; it was very interested but time consuming.</p>	<p>All members to consider and let DW know if they are interested.</p>
<p>6. Car parking – Not enough car parking spaces, need re marking out. LH asked if we can use the church car park across the road. DC stated that the new vicar has asked that we not use this as they are always busy and need the spaces. DW stated that unfortunately we are unable to do anything about the car parking situation.</p>	<p>DW to organise re marking of car park.</p>
<p>7. Minor ailments scheme at Lloyds chemist – DC informed the group that the minor</p>	

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<p>ailments scheme is now up and running for fever, head lice worms, conjunctivitis etc. So that patients can go in and get medications without seeing a doctor if the pharmacist is on duty. Dw asked if they could supply posters to put up in the surgery to advertise this.</p>	<p>DW to inform receptionists to advise patients.</p>
<p>8. LH asks if we can have available in reception compliment slips as well as complaint forms so that patients can complete. DW agreed.</p>	<p>DW to supply slips.</p>
<p>9. HF asks if we can get lancets for the blood sugar machine in surgery as the nurse is using needles at the moment.</p>	<p>DW to look into it and supply.</p>
<p>10. JH asks what the problem is with on line appointments as since we have gone onto the coin they have not been working. HF states that if you add notes to the on line prescriptions the receptionists are ignoring the messages. LH suggests that the staff print them out and add this to the prescriptions for the doctor to see.</p>	<p>DW to organise</p>
<p>11. Next meeting tbc</p>	