

Notes –PRG Meeting

Wednesday 16th May 2018

Present

Greg Bloom; Lorraine Stewart; Gwen Evans; Penny Allen; Debby Hennessy; Mary Fulford; Cath Hawker; Cliff Kirby Tibbits; Joy Kirby Tibbits; Ann Farrell.

Apologies

David Maybury; Sue Bernie; John Duder; Beryl Brake.

Notes of Previous Meeting

The record from the last meeting about a request regarding the religious beliefs of doctors was inaccurate.

It needs to be amended to state: A member of public asked whether the surgery had a Sikh doctor.

New Build

Greg stated there was no further information about the new build. No definite site has been identified, but a meeting is to be held with the Council and the CCG on Friday. A decision may be made about a possible site then and following this a full engagement will be held with patients from all practices.

He stated the CCG was behind the proposition for a new build and funding is available up to March 2019.

Matters Arising

There was mixed feedback in respect of messages given to receptionists as follow up by professionals within the practice was not consistent and in one instance it was stated a nurse/doctor was not available in the practice to speak to a patient.

It was suggested that communication systems within the practice needs to be reviewed and improvements made where appropriate.

Action List Update

A new telephone system with various messages directing people to the appropriate service in the practice is to go into full operation within the next week.

Correspondence

None

Chairs Update

Gwen stated there was a PPG conference on 6th June 2018 at the New Art Gallery in Walsall. If anyone wanted to attend they would need to book tickets.

Practice Feedback

The PRG AGM is to be held on Wednesday 30th May 2018 at 6.30pm in the practice.

Feedback was requested following concerns raised in respect of flu and shingles injections at previous meetings. The locality manager was unable to provide feedback, but stated she would follow it up.

The locality manager stated there were no well women checks now, but health checks were being introduced again.

Information was requested regarding the cost of printing copies of results, scans, consultant letters etc. The locality manager stated she would forward a copy of the charging procedure for member's information.

The locality manager stated that patients would be able to request **one** copy of their medical records free of charge from the end of May 2018. A charge would be made for any further copies.

One member raised a concern regarding the lack of disability chairs in waiting rooms, as some people have difficulty with the current chairs. Locality manager to follow this up.

One member raised a concern about the lack of heating in the room used for performing scans, especially as most patients would be partially clothed during these procedures.

Next Meeting 2.30pm Wednesday 18th July 2018 at Lichfield Street Surgery.