

Notes from Patient Participation group meeting Monday 4th November 2013

Present

June Wheatcroft – Chair Joy Riley, Peter West, Pat Scrimshaw, Dorothy Wright, Helen Marriott, Pat Oldfield

Apologies – Adrian Marriott, Sue Barrett, Brenda Kelly, Bev Isaksen.

1. Minutes of last meeting discussed

2. Matters arising

- **Chemist**

Still having problems with South Normanton chemist, the surgery have changed the system when sending prescriptions across to the chemist as agreed at the last meeting and now every prescription is signed for when it is collected.

Various suggestions made: It was suggested that a letter is sent on behalf of the PPG to the chemist expressing the concerns of patients

Also it was suggested that someone from the Chemist is invited to a PPG meeting

It was also discussed about the possibility of patients writing to the local newspaper complaining about the service.

3. Affordable Warmth

Bev had asked if it would be possible for a representative from affordable warmth at Bolsover would be able to attend the next PPG to talk about the services they offer.

4. Patient Reference Group

Sue Higginson and Gillian Orwin discussed the patient involvement meetings which are held as part of Hardwick Commissioning group and what type of things are spoke about at the meetings. The Patient Network meetings are usually held on the 2nd Thursday of the month at Arkwright and the Patient Reference Group meetings are held on the 3rd Tuesday of the month the next one being on 17th December.

5. Patient Survey

The suggested patient survey was circulated – this is being used throughout Hardwick Group and it was approved by the meeting but was suggested that the wording be changed from clinician to Dr or nurse to make it easier to understand.

These will be given out for two weeks commencing 18th November 200 in total 100 per site. Anyone from PPG who would be able to come into surgery to give them out would be good. They would then be collated and discussed at the next PPG meeting.

6. Any other business

Physiotherapy

Peter expressed concern about the length of time patients are waiting for physio appointments and the fact that no correspondence had been received explaining how long the waiting list is. Helen said she would speak to Tim and suggest that when he makes contact with patients he tells them approximately how long they will be waiting. Also to mention to GP's as well.

Pinxton car park

It was felt that the lines need repainting in the car park at Pinxton surgery as not everyone parks straight.

Date and time of next meeting

The next meeting will be held on Monday 13th January at Pinxton surgery