

Penchester Surgery / Penchester Health

Patient Participation Group Meeting

Tuesday 6th December 2016

Minutes

Those present : Julie Hooper [Practice Manager], Michele Goodwin [Reception Supervisor], Julie Willis [Nurse Prescriber], Mike West [Chairman], Ronald Spencer, Georgette Rapley, Susan Barnes.

1. Apologies. Geraldine Butchers and Angela Condon.
2. Minutes of the last meeting. Read and agreed.
3. Matters arising from the minutes.
 - The patient survey was completed during October.
4. Patient Survey. It was found that there were 2 main differences between the results of last year's survey and this year's :

- Q7 How helpful do you find the receptionist?
The reply 'very' has dropped by 30%
The reply 'fairly' has increased by 24%

A discussion followed regarding reception staff and members of the PPG agreed that the receptionists are carrying out an extremely stressful and challenging role to the very best of their ability. All staff are trained to deal with very difficult and sometimes abusive patients react extremely well under these circumstances.

- Q12 Surgery recommendation
'Yes' has dropped by just over 10%
'Might' has increased by 8%

Men awareness day. Ronald Spencer wanted to highlight a growing issue amongst men to either ignore symptoms or to delay seeking medical advice about personal issues. It was discussed and decided that we would hold 'awareness months' at the surgery. Topics of relevance and interest would be highlighted in the waiting area with the use of posters and leaflets. A notice board will be dedicated to the highlighted topic each month such as prostate cancer, bowel problems, testicular cancer.

5. AOB

- Wasted appointments. A discussion took place regarding the number of appointments that are wasted because a patient does not attend. It was suggested that patients who persistently make appointments and subsequently do not attend are telephoned by the practice.
- The soup kitchen has now been moved from the car park adjacent to the surgery and is being run from stembrook car park.

6. Next meeting Tuesday 7th of March 2017 at 15:00