

Pleasley Surgery Patient Group

a voice for all patients of Pleasley Surgery



Minutes of the meeting held on 19th November 2018

1. Attendance. In attendance – RC (Chair), CP (Vice-Chair), SC (Member), NW (Member), AN (Member), KW (Member).

The Chair welcomed AN, a new member, to the meeting.

2. Apologies - There were no apologies presented.

3. Minutes of the last meeting – RC introduced the minutes which were agreed.

4. Matters Arising

- NW had reviewed the DNA figures provided at the last meeting and confirmed that there was a steady long-term downward trend.
- **Annual Patient Survey 2018.** NW had reviewed the responses to Q14, 15 and 16.

Q14 asked people to say what was best about the surgery and 182 people gave their views as set out below.

Feature mentioned	Number of responses	Percentage of responses
Helpful, courteous staff	99	48%
Small, local, caring surgery	19	9%
Speed of getting appointments	45	22%
Good, efficient service	29	14%
Other	14	7%

The above results show that people value the helpfulness of staff, the efficiency of the service and the speed of getting an appointment. The results indicate that patients overall have very positive views about the surgery and staff.

Q15 asked whether improvements were needed. 184 people responded with 44 (24%) saying yes and 140 (76%) saying none were needed.

Q16 asked what improvements could be made and the 45 suggestions made can be broken down as follows –

Improvement mentioned	Number of responses	Percentage of responses
More access to a doctor	13	29%
More parking Inc. disabled	7	16%
Faster appointments	8	18%
Longer opening times	5	11%
Other	12	27%

The above results, although small in number, show that the greatest concern remains having easier access to a doctor.

The "Other" category includes 2 requests for provision of hearing aid clinics, 2 requests for greater privacy at the reception desk together with a number of single-issue requests.

- **It should be noted that the surgery has already responded to the majority of these requests and the responses are displayed on the back wall of the waiting room. It takes the form of a display "YOU SAID.....WE DID....."**
- The Chair reported that a further Flu Clinic was held on the morning of 14 November 2018 with support from PSPG members. He confirmed that a tombola had been run and raised a further £50. Together with the proceeds from the first tombola, a total of £114.40 has been raised for our chosen charity.
- The Chair thanked colleagues and his wife who had attended both sessions. Monies raised will be donated to the Beacon Project. **Action – CP will deliver the cheque to the charity and get some photographs for display and records.**

5. Reports from the Practice – There were no formal reports presented.

- On behalf of the surgery, KW requested that PSPG meetings be moved away from Monday mornings to release more space for clinics etc. **Action – Beginning with the December meeting, it was agreed to move future meetings to Wednesday afternoons with a start time of 1.30pm.**

6. Links with other PPGs/Future activities.

- The Chair advised that he was still awaiting a response as to whether the surgery could be made available for a Diabetes Awareness event in 2019. **Action - RC.**
- He also undertook to liaise with Bull Farm PPG about running this as a joint event. **Action - RC.**
- The Chair reported that he had received an email about virtual PPGs and he would circulate with the minutes. **Action – RC.**
- The Chair undertook to liaise with the Practice Manager about a possible Cancer Research event. **Action - RC.**

7. PSPG Development Plan.

- RC reported on a variety of actions the PPG had undertaken to deliver this year's plan and that it was now time to review priorities and look at activities for 2019/20. This could take place over the next couple of meetings. **Action – All colleagues to assist in identifying new initiatives.**

8. AOB.

CP reminded colleagues of their forthcoming social event for PPG members on Thursday 22nd November 2018 at CP's house.

The Chair and CP reminded colleagues about the Christmas Raffle, with a hamper prize, to raise money for charity. Donations for food and drink are welcomed and they can be taken to the social event or dropped off at the surgery. The draw will take place at the next PSPG meeting, date shown below. **Action - All PPG members.**

9. Time and date of the next meeting is as follows -

Wednesday 19th December 2018 at 1.30pm which will also include the Christmas Raffle.

Please note the change of day and date!

Notes prepared by NW. 20/11/2018.