

CHAPELFIELD MEDICAL CENTRE

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Patient Participation Group

Minutes of Meeting
held at
Chapelfield Medical Centre
on
12 May 2015

Present:

Yvonne Watson
Chairperson (MG)

Assistant Practice Manager
Patient Representative
Patient Representative
Patient Representative
Patient Representative

Welcome:

The meeting was opened by the Chairperson who thanked everyone for coming. There were no apologies received.

Minutes of the Previous Meeting:

Minutes of the previous meeting had been circulated to all members of the group previously.

Role of Chair:

It was discussed that the role of Chair would be shared by the group and that MG would continue the role at the next meeting. A new Chair going forward would be discussed further

Role of Secretary:

YW asked if a member of the group would like to take over the role of secretary but at this time no-one was able to accept. This is to be discussed at the next meeting to enable a member of the PPG to take on the role going forward.

Patient Group Name:

Following previous discussions it was decided that the Chapelfield Medical Centre 'Patient Reference Group' would be changed to 'Patient Participation Group'. This decision was taken as it was felt that using 'Patient Participation' instead of 'Patient Reference' would more clearly depict a group where patients take part.

Patient Participation Group Information Area:

An at length discussion took place on the subject of a new patient information table which was agreed would be manned by members of the group. It was agreed that 2 members of the group would come in to the surgery to set this up and it would be positioned in an area to the left hand side of the surgery entrance. The members agreed to come in to set this up on Friday 26 June 2015 at 9.30am.

The aim is to provide patients with information regarding the Patient Group, i.e. the aim of the group, how it was formed, how to become a member and what it means to patients etc. It is also aimed at signposting patients to services and information available to them and also to allow patients points of view and ideas to be raised and actioned within the Practice.

The group also discussed having an 'Open Day' with stalls etc to raise funds for various charities such as Macmillan and it was agreed to discuss this further at the next meeting.

What Have We Achieved So Far:

A question was raised as to what the group has actually achieved so far and discussion took place as follows:

Since its formation the group has become established and has continued to provide a link between patients and the Practice via feedback.

A member had previously asked about the possibility of having a staff photo-board. This has now been completed and is displayed in the waiting room.

A small working group within the group is in the process of setting up a patient information area. This will provide topical information such as health events, seasonal and general information relative to the Practice and hopefully fundraising schemes to help charities such as Macmillan etc. It will also give patients the opportunity of sharing concerns or ideas and promote the group, with a view to introducing new members.

Following discussion at previous meetings information regarding the Patient Group has been sent out to Health Visitors, School Nursing Team and Nursing Homes which is aimed at informing our wider patient population.

The group has been made aware of the Health Trainer who attends the surgery on a weekly basis and which many had not been aware of previously.

Other areas raised by the group were discussed such as the car parking situation, appointment and telephone systems and these matters are all ongoing and will be re-visited at future meetings.

Any Other Business:

It was agreed that a discussion on the subject of sharing information would be discussed at the next meeting of the group.

Another subject requested for discussion at the next meeting is regarding where we refer for conditions such as Carpal Tunnel Syndrome and are there alternative venues where patients can choose to be seen?

Keep-Fit Classes:

It was asked if a keep-fit class could be held at the surgery but unfortunately this is not possible. There is however a keep-fit class at Netherwood School which may be of interest and contact details are as follows:

Telephone number: 01226 272000

Email address: contact@netherwoodschool.co.uk

Clinician to Attend a Group Meeting:

The group felt that it would be helpful if a member of the clinical team could attend meetings periodically and YW to invite one of the GPs or Nursing Team to attend the next meeting workload permitting.

Date of Next Meeting:

The next meeting will be held on Tuesday 14 July 2015.

There was no other business and the meeting was closed.