

MARKET OVERTON & SOMERBY SURGERIES

PATIENT PARTICIPATION GROUP MEETING 12.02.2015 7pm

Present:

Dr GE McCormack (Senior Partner and Lead GP - GEM)

Mrs Janet Faulkner (Practice Manager - JF)

Mrs Sherry Bullough (representing Market Overton & Somerby Surgeries - SB)

Mrs R Lorkings (Patient MO – RL)

Mrs E Bell (Patient MO - EB)

Mrs J Johnson (Patient SO - JJ)

Agenda

WELCOME

- 1) Walk-in surgeries
- 2) New business manager
- 3) Promoting the PPG for MOSS
- 4) Next meeting

JF welcomed everyone and introduced herself and SB (GEM is running late and will arrive shortly).

Apologies were made for the lack of PPG meetings since 2014 – there have been many changes at OMP/MOSS with the resignation of the Practice Director, who was arranging these meetings, and liaising with patients.

1) JF explained to the group the new process surrounding Walk-in surgeries at Market Overton. Currently the patients turn up and sit and wait to be seen. They can wait anything up to 3 hours and the partners and staff feel this is unacceptable way of providing medicine and so proposed a change. Patients will now arrive and check in at reception – they will be given an “approximate” time of being seen. They will then be given the opportunity to stay and wait – or go away and come back close to the allocated time. This isn’t an appointment slot – and not pre bookable in advance.

This will hopefully ensure that the clinic runs more smoothly and in a more controlled manner – enhancing patient experience.

This was met with mixed reviews and a worry that we are losing the walk-in surgery all together. GEM (who arrived at this point) reassured that this was not the case, and explained that this is in the trial stages and will then be rolled out for both practices in the future.

2) JF informed the meeting that Don McGeorge (Practice Director of OMP and MOSS) has resigned and moved on to another role elsewhere. He is to be replaced with a Business manager, and the partners are currently recruiting for this role.

3) Promoting the PPG is paramount in order for it to work effectively – and so SB is to create a designated notice board, which will then advertise the PPG and any meetings we have – a copy of these minutes will also be on the board for patients perusal. JF explained that Dr Bietzk runs the OMP PPG and may have pointers for us to take on and move forward with the MOSS PPG.

At the next meeting we need to run with PPG and elect a Chairperson, Vice, Secretary and Treasurer. SB will always attend as a representative of the practices, and take the minutes. She is also a key holder, so meetings can always be held at the practice.

JJ asks if perhaps we can alternate and hold the meetings at Somerby – to enable the patients there to attend more easily. All in agreement.

4) The next meeting is to be held at Market Overton – with the new Business Manager in attendance and hopefully Dr Bietzk – SB will advertise this on the afore mentioned notice boards.