

## ***TRINITY RIVERSIDE PRACTICE***

### **PATIENT INVOLVEMENT GROUP MINUTES, 24<sup>TH</sup> JULY 2012**

#### **Present:**

Hazel Purvis, Carol Craggs, Emma Kitching, Kelly Summerly, Robert Black, Neil Brown and Joyce Robinson

#### **Apologies:**

Dr Ruth Jenkinson, June Talbot and Neil Bennetts

#### 1. Minutes of last meeting/Matters arising

None

#### 2. Blissability Services – Carol Robertson

Carol was introduced to the group and gave a talk on the services that Blissability offer and left leaflets for the practice and group to take away. Carol discussed in detail the new service that Trinity Riverside has recently implemented called 'One New Thing'. This is for patient's who are not depressed but maybe a little sad, bereaved, redundant etc and just need signposting into the community for opportunities to engage in activities. Patient's will be seen in the practice fortnightly and will have a 40 minute appointment with a trained social prescriber. This is a pilot and will run for one year. A lot of discussion followed. The group agreed it was a very good service to offer and are hopeful that after the year it would carry on.

#### 3. Patient Survey Results

Hazel handed out the results that were carried out in the practice in June following being seen by the practice nurse. 40 patients were surveyed. 10 surveys were sent out in the post as agreed by the group at the last meeting, 7 were returned, therefore, 33 were carried out in the practice. 98% of patient's rated good, very good or excellent for each question. 2% of patient's rated fair for some of the questions. No patient's rated very poor or poor. The group discussed the results and were quite happy with the survey.

#### 4. Emis Access

Following the last meeting Neil agreed to register for Emis Access. Hazel asked Neil if he would tell the group about it. Neil said he found it very easy to use but advised if you register to make it one of your 'favourites' on your computer for easier access. He had made an appointment, requested medication and sent a message on line. A lot of discussion followed this as not all patients' want to use computers. Again it was stressed that this service is only for patient's who prefer to use the internet. Joyce said she is very happy with the surgery and always rings the surgery and is answered promptly, and staff very helpful.

#### 5. AOB

a) Hazel asked the group if they would like any other speakers to attend future meetings. It was agreed that the speaker today was very good and they would welcome more.

b) The water machine was mentioned again in Phlebotomy. Hazel informed the group that the PCT won't let us have a water machine as they installed a tap in the kitchens but this is not for patients. The group feel very strongly about this and would like to address this again with the PCT as Cleadon Park has machines. If the PCT still won't let Phlebotomy have a machine it was suggested to go around each service in Flagg Court to get together to put some pressure on. It was even suggested to go to the Gazette!!

c) Date of next meeting – 23<sup>rd</sup> October