

TRINITY RIVERSIDE PRACTICE
PATIENT INVOLVEMENT GROUP MINUTES, 29TH JANUARY 2013

Present:

Hazel Purvis, Carol Craggs, Emma Kitching, Kelly Summerly, Dr Elizabeth Ash, Robert Black, June Talbot, Joyce Robinson, Peter Bennetts and Neil Brown

1. Minutes of last meeting/Matters arising

The subject of the water machines was discussed again. Basically, the PCT have not responded to our request for water or a vending machine. Hazel to enquire with the pharmacy if they would start selling bottled water. The group are quite resigned to the fact the only resort is going to the gazette!!

2. New Computer System

Carol informed the group that the practice is changing computer system in March 2013 to Emis Web. This is a much better and quicker system. The practice will put posters up to inform all patients of the change and to bear with staff, nurses and GP's as this is new to them and may be a little slower than usual.

3. Commissioning

Dr Ash gave a good briefing on Commissioning and their intentions over the coming months. This led onto a discussion regarding inappropriate A&E attendances. The group would like an audit carried out for a four week period of A&E attendances between the hours of 8am – 6pm when the surgery is open, how many in total and how many were appropriate. Hazel to action and bring to next meeting.

4. Any Other Business

a) June mentioned recruiting new members for the group and enquired if any multi-race patients are interested. Hazel mentioned that we did have one person from the last group but he hasn't shown any interest in attending. Dr Ash had a couple of patients in mind who we could ask. **Addendum: One patient has shown an interest since the meeting and will be invited to next meeting in April.**

b) Car parking was discussed as patients are finding it very difficult to get parked during the day. A lot of discussion followed around this. For the size of the health centre there is very little parking and seems to get filled up with staff parking. It's debatable whether other people are parking for free and using the town centre. One of the members mentioned there is another car park behind Ocean Road which has a lot of spaces but it is still quite a walk from there if you are elderly or disabled. There is a sign up to say only NHS staff or patients using the health centre to use the parking but nobody checks this.

c) Neil asked for the results of Dr Gordon's satisfaction survey. Hazel will bring to next meeting to discuss. It was agreed the next survey could be a questionnaire on access as it's about a year since the last one.

d) Date of next meeting: 16th April 2013