

TRINITY RIVERSIDE PRACTICE

PATIENT INVOLVEMENT GROUP MINUTES, 17TH JANUARY 2012

Present:

Dr Ruth Jenkinson, Hazel Purvis, Carol Craggs, Emma Kitching, Sue Barnes, Kelly Summerly, Robert Black and Peter Bennetts

Apologies:

Joyce Robinson, June Talbot and Neil Brown

1. Minutes of last meeting/matters arising

Hazel asked the group if they had looked at the A&E letter and leaflets that were distributed after the last meeting. The group agreed that the letter which is being sent to patients attending A&E inappropriately was good and informative. They also thought the leaflets were good. Hazel informed the group that posters are up in the waiting room regarding pathways and Emma mentioned she sends leaflets out with all disease management letters that she sends in the post. It was agreed it would be too costly to send all patients leaflets, but supplies are available in reception at Riverside

Peter informed the group after the previous meeting when we discussed his experience at A&E, he had spoken to the senior manager regarding his experience. They listened, have taken this on board and it will be included in their future training programme.

2. Practice Nurse

The group were informed that Lynne Thompson, practice nurse retired in December. New nurses Kelly and Sue came along to the meeting today to introduce themselves.

3. GP and Nurse training updates

Peter gave a brief outline to the group regarding advice given to him by three health professionals regarding using GTN spray which all differed. Each professional gave different advice on how to use spray, how long to wait and when to call emergency services. Dr Jenkinson and Sue explained guidelines and how they differ for South Tyneside and Sunderland. Apparently, South Tyneside guidelines have changed recently but they have not been cascaded to GP surgeries. Both Sue and Dr Jenkinson reassured Peter and basically the advice he received from Riverside was not incorrect. Dr Jenkinson explained that all GP's have regular training and updates. Once a month the GP's have lunchtime training and quarterly, half day training. Sue informed the group that nurses have to do regular training and could not register as a nurse without proof of training and updates. Carol suggested, from a patient's point of view, it was important that they themselves attend regular monitoring checks with GPs and nurses, giving them the chance to ask questions and keep themselves updated.

4. Patient satisfaction survey results

Following previous meetings the group agreed four patient surveys to be carried out over the year. The first survey was a survey of 50 patients experience after seeing the GP. Hazel handed out the survey results. Overall the results were very good. All 50 patients were very satisfied with the surgery.

The second survey agreed at the meetings was going to be regarding experience with practice nurse, but since Lynne had decided to retire it was decided to change the survey as any outcomes wouldn't be implemented due to change in nursing staff. Therefore the second survey was carried out regarding practice opening hours. Hazel handed out the results of this survey. 60 patients completed the survey, 98.33% of patients were very satisfied or fairly satisfied with opening hours. Only 1 patient was neither satisfied nor dissatisfied. Four patients would like the surgery to open on Sundays and four patients would like the surgery to open after 7pm. No action could be taken on either of these as the health centre doesn't open at these times.

After discussion, the group agreed a survey regarding nurses should be left until last to give the new nurse's time to settle in and get to know the patients. It was agreed the next survey could be on customer care. Hazel asked the group how many patients they would like surveyed and whether they would like this carried out via post or in the surgery. The group agreed to survey 60 patients again and should be carried out in the surgery as it needs to target patients who use the service regularly.

Hazel agreed to send copies of the two survey results to the members that couldn't attend the meeting today.

5. Any other business

- Hazel informed the group that the practice has a new website. It has only been set up this week. The website needs to be updated and is being updated by the managers. Hazel will bring the website address to the next meeting. If the group would like to have a look after it has been updated any comments or suggestions will be discussed.
- Date and time of next meeting – Tuesday, 17th April 2012