

COMMUNICATION

The PPG felt that communication generally could be improved and an electronic message board would be a key pillar in any such initiative. SO informed PPG members that another communication company had been approached with regard to installing electronic communication boards in the Reception area. As with the previous company the cost involved would be funded from advertising sponsorship from local businesses. A list of potential business investors had been forwarded to the company and the Practice was more hopeful that sufficient interest would be forthcoming.

INHOUSE PHARMACY

The PPG also wanted to revisit the possibility of a pharmacy being built on the Merchiston site and the associated benefits. SO informed the PPG that the Partners were unwilling to pursue an in-house Pharmacy in the current climate. The decision was due to recent structural improvements and associated costs and the fact that central funding had been reduced in some clinical areas with % targets increasing, which had increased the pressure on the Practice to maintain current funding levels. The Partners felt that they needed a period of stability and time to take stock before embarking on another major project due to the significant start up costs involved. However, the SO assured the PPG that the project would be revisited again in the future due to the potential patient benefits and financial gains involved if successfully implanted.

ACCESS TO APPOINTMENTS

PPG agreed that any improvement in the availability of appointments would be worth investigating. SO informed the PPG that a GP appointments trail had commenced involving shorter blocks of blocks with more breaks to provide the GP with greater flexibility to manage their time with regard to visits, admin, lunch breaks etc. In addition, patients could now book a routine appointment up to 6 weeks in advance and a higher percentage of appointments were being released in advance rather than being held for release on the day.

Following a change of telephone provider (Midlands Communications had taken over the contract) and amendments made to the Practice's automated telephone system a trial had commenced identify ways of improving the service provided to patients. The main initiative was that additional staff had been allocated to answer the telephone in Reception and in the Admin Office. Whilst there had been some teething problems with the

updated telephone system the Practice were hopeful that the trail would prove successful and the service to patients improved.

ITEM 2 – WILTSHIRE PPG MEETING – WED 12 JUN 13

SO informed the PPG that the meeting was for PPG members only (no Practice Managers) and if anyone was interested in attending to let him know.

ITEM 3 - CQC PRACTICE INPECTATIONS

SO informed the PPG that the Practice Management Team had today attended a presentation regarding future CQC visits and reiterated that a key part of any inspection was speaking/meeting Practice PPG members. Any such meetings could take place before, during or after a visit.

ITEM 4 – USAGE OF NEW CONSULTING ROOMS

SO informed the PPG that two of the new consulting rooms were being used by GPs with the third room rented out to outside organisation. Care UK are providing scanning facilities for both Practice patients and others in the local area with the first clinic due to held later this month.

ANY OTHER BUSINESS

It was highlighted that there was no longer a clock in the Reception area. Reception Manger informed the PPG that the clock no longer worked. SO stated he would replace the clock.

SO

ITEM 4 – DATE OF NEXT MEETING

It was agreed that the date of the next PPG meeting would be Wed 4th September 2013 at 6pm.

(Original Signed)

Wayne Price
Office Manager

Distribution:

All Meeting Attendees & Active Members
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