

BETTS AVENUE MEDICAL CENTRE

PATIENT PARTICIPATION GROUP



MINUTES OF MEETING THURS 1ST MARCH 2012

Staff

Margaret O'Neill - Assistant Practice Manager
Julie Wade – Practice Manager
Angela Wall - Lead Practice Nurse
Lisa Wilkinson – Supervisor Kenton

Patients

Lilian Santarelli
Allan Bulmer
Dorothy Christie
Elizabeth Black
Sydney Alder
Joan Alder
Sandra Sharp

Introduction and Welcome. Margaret thanked everyone for coming especially the new members to the group

Podiatry. Mrs Santarelli and Mrs Black asked if there was any feedback regarding the Podiatry meetings with David Thorne. Julie will follow this up with David to and pass on any information received.

Patient Charter. The Patient Charter has been finalised and other practices are very interested in using this within their practices. The posters that are to be printed in A3 are awaited. Julie thanked all the patients for their involvement in accomplishing this charter.

Patient Questionnaire/Survey. The practice surveyed patients during 2 weeks in February. 100 completed questionnaire were completed by patients attending the surgery. The results are attached.

More women completed the survey than men and the practice will look at producing more Patient Information Booklets to ensure patients are better informed of the practice services.

It was also suggested that a folder containing self help organisations be available for patients to look at as this was another area patients would like to have more information about.

Patients also suggested that a display of the clinics that the practice offers can be done in each site. Angela thought this was a good idea and will take this back to the nursing team. This has been done in the past as the practice do try to rotate what information is displayed.

Julie explained from the survey results that patients may not be aware that there is an online facility for patients to book appointments and order repeat medication. You just need to inform the practice you would like to use this service and the practice will arrange a username and password. However, there are restrictions on the service such as Nurses appointments, it was explained that these appointments range from 10min to 30min and the patient may not know how long to book for certain appointments, also, you can only book an online appointment for the site you are registered at (either Benwell or Kenton), however, if you ring the surgery you can be offered an appointment at either site – just ask!!

The practice website is also under utilised and patients are not aware of the information the site provides. Patients suggested that the website address could be added to patient prescriptions. Meg will look into this.

Julie will do a brief report on the activities and action plan of the Patient Group and will also publish this information on the website.

Newsletter. The next newsletter is due out very shortly and will hope this keeps patients informed of what is happening within the practice.

Patient Discussion and Feedback

- Mrs Black would like to say thank you to all the District Nurses, they have been fabulous and remain so. Meg will feed this back to the DN nursing team.
- Patients agreed that newsletters were a good idea to keep patients up to date with information and that the text message reminder service is excellent. Julie explained that unfortunately patients have to express an interest in the text service as the practice cannot assume that they are happy to receive a reminder about an appointment due to confidentiality issues.
- Patients expressed satisfaction at the Physiotherapy service the practice is offering, an appointment was given the same day as the patient rang!!
- The well man service is also well received, this is in conjunction with the Health Checks that the practice are undertaking over the next 4 years. Angela explained that patients need to be willing to change to see positive results.
- There was a discussion over lifestyle for diabetics and a weekly diet sheet. Angela explained that it would be too specific to do a weekly diet plan, this should be something a diabetic patient does themselves. They can get ideas from the diabetic uk website <http://www.diabetes.co.uk/>
- Weight Watchers was raised and is this available to Betts Ave patients. Angela explained that at the present time it is not available for North of Tyne and may only be available for those practices who do not offer weight management. Betts Ave do offer weight management clinics and there is also the 'Why Weight' facility/service in Newcastle which also includes 'Exercise on Referral' if you meet a certain criteria.
- A query was raised with regards to needing advice and who to contact. Angela explained that at the practice there are 2 senior nurses who can help, the patient just needs to explain the query to the receptionist who will then pass the query through to the nurse using the task facility on the clinical system, this is also the

same for any clinical member of staff. Julie explained that the practice does offer telephone appointments with the GPs and the nurses do triage to try and prevent patients having to attend the surgery unnecessarily. DN staff are also happy to accept queries if the patient is under their care or been recently discharged.

Next Meeting

To be scheduled approximately June 2012