

**DUNSVILLE MEDICAL CENTRE**  
**MINUTES OF PATIENT PARTICIPATION GROUP**  
**HELD ON Wednesday 3<sup>rd</sup> January 2007**

**Members of Staff Present**

Joan Wright - Practice Manager  
Paulette Davis - Reception Manager

**Committee Present**

Brian Ross - Chairman  
Fred Fielden – Vice Chairman  
Brian Jackson – Treasurer  
Geoff Letten  
M Cunliffe  
A Carrick

**Apologies**

Kath Letten - Secretary  
Richard Coe

**Minutes of the Last Meeting**

The Minutes were read and it was found that the minutes were a true record of the last meeting.

**Function** – The evening with Henry and Friends at The Flarepath to raise funds for the bladder scan achieved £205, this amount had been paid into the practice accounts

**Football Cards** - £224 was raised from the sale of the football cards, proceeds to be put towards the bladder scan, this amount to be paid into the practice accounts until the scanner is purchased.

**Dunsville Patient Group** – A Discussion was held whether to continue the group or not, or how could the group be promoted to other patients to increase attendance.

Ideas put forward – Possible invitation to all patient households for the next meeting. Decided too expensive

Leaflets to be given to all patients attending practice to promote the group

Obtain patient e-mail addresses to keep them informed of practice and group activities

**Action: Fred Fielden to do a draft leaflet and send to all patient group members for comments**

**Brian Ross to add Dunsville Logo.**

Group name to be changed to 'The Patient's Forum'

**Practice Patient Survey Results** – Copies of the survey results were distributed for comments

94% of the patients surveyed rated the practice good, very good or excellent

Both negative and positive comments were discussed.

**Negative** – patients unable to request 3 month supply of repeat medication, patients on stable medication, not dispensing patients, can sign up for repeat dispensing  
Difficulty in telephoning for repeat medication – requests can be left on the answer machine 24 hours a day 7 days a week  
Not easy to see own GP – 64% of the patients surveyed saw the GP of choice  
Cannot dispense due to where they live – the dispensing area is out of the control of the practice, the PCT regulate the dispensing area  
**Positive** – More positive comments than negative, overall the majority of the patients felt the practice provided an excellent service. Waiting time had improved from last year's survey  
Comments from the group were patients at the practice received such a good service they didn't think it could be improved and therefore didn't feel the need to attend the group meetings.

The group members did request that patients are informed whenever a GP or Nurse is running late with their consultations. The group were informed that reception staff should put a message on the Jayex board for patients whenever a GP or nurse is running more than 20 minutes late with their consultations. Paulette Davis is to ensure this is undertaken. **Action: Paulette Davis**

**National Register of Patient Information** – Concern had been raised from some patients regarding access to their medical records on the National register. The practice had not received any definite guidance from the DOH as to whether patients could opt out of their information being put on the Patient Demographic Spine but if any patient requested their records not be made available on the spine it would be noted on their records. The group were informed that all staff accessing the information held on the spine had to have a smart card issued which has different levels of access, i.e. reception staff could not access the same information as a clinician.

**Patient Access Survey** – Some patients who accessed an appointment at the surgery would be receiving a questionnaire to complete for the access survey, patients can opt out if they wish. This is an independent survey from the practice by the NHS.

**Next Meeting will be on Wednesday 7<sup>th</sup> March at 6.30p.m.**