

**ELLIOTT STREET SURGERY**  
**DR S. T. H. SHAH**  
**BSc, MBBS, MRCP, DFFP,PGCert.GPE**  
**145 ELLIOTT STREET**  
**TYLDESLEY**  
**MANCHESTER**  
**M29 8FL**

Patient Participation Group (PPG)  
Elliott Street Surgery  
Thursday 3<sup>RD</sup> April 2014

Attendees: Dr STH Shah – GP  
Nurse Practitioner Andrea Griffiths  
Mrs (MH)  
Mrs (SC)  
Mrs (ME)  
Mrs (SR)  
Mrs P Coupe – Practice Manager (PC)  
Sharon Macafee – (SM)

Apologies: Dr M Sniadek – GP  
Dr Z Member ST3  
Mr (AH)  
Mr (AW)  
Mrs (JH)  
Mrs (GH)  
Cllr (BT)

Welcome to all and thanks for attending.

Minutes of the last meeting agreed as correct.

Phlebotomy	<p>PC has been in touch with the lady that runs the virtual appointment book for phlebotomy and she was quite adamant that the service does have appointments to offer and that there was one appointment left this week and plenty of appointments next week. PC re-iterated to her that one session per week wasn't enough.</p> <p>MH informed the group the phlebotomy service at Leigh Infirmary was a lot better when she went with AH recently. There were only two people before them and they were in and out in four minutes.</p> <p>MH mentioned that the phlebotomy service at Atherton was horrendous; there is nowhere to park.</p> <p>PC informed the group that Boothstown Medical does have phlebotomy services and these were commissioned in 1999 and haven't been reviewed since. On further questioning she was informed that there are no funds available for Elliott Street</p>
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	<p>Surgery to procure the services of the Phlebotomist. PC informed the group that she has e-mailed Bridgewater and is awaiting a response. She also informed the group that the surgery does offer phlebotomy to those who are elderly, infirm and those who need urgent blood tests.</p>
New web site	<p>We now have a new website. The previous website was failing and needed changes to it therefore Dr S commissioned a new website. It is available to see now although it isn't yet fully complete.</p> <p>The results of the recent patient questionnaire have now been posted onto the new website. A laminated copy of the results is to be displayed at reception for those who do not have a computer.</p> <p>Posters regarding the new website have been posted around the Surgery.</p>
Prescriptions	<p>An issue about Medication was brought to the attention of PC which, when PC looked into it was human error.</p> <p>Dr S said that this should reduce once the prescriptions are sent directly to the chemist of the patient's choice (known as EPS – Electronic Prescription Service) and that perhaps medication that the patients don't take regularly should be put on as an Acute item. SC was concerned about the money it could waste.</p> <p>Both SC and MH mentioned that the chemist "next door" were very good in contacting them to ensure that they only ordered the medication that was needed.</p>
Care Data	<p>PC mentioned that the Care Data has been shelved. The Practice is still receiving opt out forms which are being logged.</p> <p>PC updated ME on this issue.</p> <p>SC asked where she could download an opt out form from, Dr S advised that there is one on the new website.</p>
AOB	<p>MH is having a big issue with Arriva Ambulances at the moment as they are refusing to take carers with patients and every time she contacts them she spends 20 minutes answering questions.</p> <p>SR asked if they had ever given MH a reason for refusing a carer? MH said that the service says that it is too expensive.</p> <p>MH asked PC to find out what, if any, is the latest time a patient can be discharged from hospital. SC thought that there wasn't any cut off time.</p> <p>Dr S asked PC to write an e-mail to the clinical director to enquire and to e-mail the LMC secretary to ask for this to be added as an agenda item to the next LMC meeting.</p> <p>SR asked whether there was any mention of the PPG on the new website, Dr S logged onto the website and talked through</p>

	<p>it with her. SR was quite impressed with the new website and it is modern and up to date, Dr Shah commented that Mrs Shah is responsible for the design and maintenance of the new website. He added that any items that the group would like adding to the website should be forwarded to SM and she will pass to Mrs Shah.</p> <p>The group felt that it would benefit from some new members from different echelons of the practice population. After discussion it was decided that SR and SC would attend the next ante natal clinic to inform the ladies about the PPG and what it does.</p> <p>SR asked, as a matter of interest, how comments/suggestions are made to the practice. PC advised that the majority of comments/suggestions are made via the receptionists. The receptionist will ask if the patient would like to speak directly to the Practice Manager. The Practice Manager will either then contact the patient or write to the patient. SR wondered if patients are aware of the process. Dr S showed the group that there is a comments and suggestion form on the website that anyone could use.</p>
Survey	<p>PC informed the group that we had conducted a survey in the form of a questionnaire, which was carried out mid to the end of March. The result was not much different to that of last year. The issue of the chairs and privacy at reception was raised.</p> <p>With regards to the privacy issue the group felt that all the issues raised, to do with privacy, have been dealt with in a very good way. The chairs have been removed to afford privacy, however 2 chairs remain to allow breathless people to sit and get their breath back before speaking to the receptionist.</p> <p>MH thought that the removal of the chairs, apart from two, away from reception was working well and the group agreed.</p> <p>Throughout the course of the meeting the manner of the receptionists was discussed and the group felt that the reception staff here were always helpful, however a negative comment was made regarding reception staff. This was looked into and discussed at practice level.</p> <p>Pam felt that we have a good team here and that all receptionists were amenable and pleasant and this was confirmed by members of the PPG.</p> <p>Dr S mentioned that we do often get good comments. PC said that any good comments received by staff are added to the patients' notes and the GP/Nurse Practitioner is advised accordingly.</p>

Action Plan	<p>We discussed in the group to see if there was anyway we could get a wider range of patients to get involved.</p> <ul style="list-style-type: none"> <li>• The website has been re designed and there is a “get involved” section.</li> <li>• Two members of the group agreed to attend the surgery at the antenatal clinic time with leaflets for patients, to encourage them to “get involved”</li> <li>• The practice will print leaflets and attach them to prescriptions.</li> <li>• The CCG will be providing advertising material for the promotion of the PPG group.</li> </ul>
Next Meeting	1 p.m. 15 <sup>th</sup> May 2014
Addendum to meeting	A further conversation took place to inform the members that the CCG will be providing advertising material for the promotion of PPG's.