

Peel Park Surgery Minutes

Patient Engagement Group Meeting

Date: Wed 10th September

Time: 1PM TO 2:30PM

Present: Dr P Jha GP/Principal , Sophia Butt practice manager.

Mr MK, PRG, Mr MY PRG, Mrs MP PRG, Mrs JC PRG, Mrs JC PRG

Apologies: Mrs FA, Mrs AC, Marilyn Foster (self care CCG rep)

National patient Survey: National patient survey was discussed and as it has been currently sent out to a number of patients as we speak. We request all patients to fill them in to be able to give the practice their feedback about our services. Dr Jha explained how the NPS works as the practice has no input in the number or which patients the survey goes out to. Mrs Cuff suggested that not many people send the surveys back. A poster is currently up reminding patients to send their completed surveys back .

Friends and Family Test: Mrs JC suggested that she would suggest her GP and the practice's services and the hospital services as she was very pleased with them. DR Jha explained how we all need health services from time to time and how the patient services are changing and becoming interlinked with all communities.

Promote Patient engagement: Patients to have a say in our services in regards to what the patients needs are. Any better changes to be made should be suggested by the patients. Mr MK suggested about leaflets and posters about services available within the community and practice. Mr MY suggested that there are already so many leaflets available in the practices about self care and how to look after your health in a better way.

PMS Budget Cut: PMS budget cuts was discussed by Dr Jha and she suggested that as we are in a deprived part of Yorkshire there is more patients with risk factors such as Diabetes, Hypertension and our area. Dr Jha explained how she manages her day to day running of the practice. Dr Jha asked the group's opinion on having a Nurse Practitioner in the practice while she explained the role of Nurse practitioner. Mrs MP suggested that it is a good idea to employ a nurse practitioner. Dr Jha also informed that there are 9 GP surgeries in this area. Mr MY suggested that as NHS is changing and it is becoming more integrated, PMS cuts will have a huge impact on the practice as we will be losing a significant amount of funding. Dr Jha explained that we have to try and decrease our list of co-morbidities by educating the patients in regards to self care so that they can manage their own health in their own home .Mrs MP suggested that why do some Patients need more medicines and people should be buying medicines for minor ailments. Mr MK asked what budgets will be cut and what services would be cut. Dr Jha explained how the budget prescribing works. Pharmacist is employed in the practice to keep an eye on prescribing budgets. Mrs Cuff suggested that wasting medicines is a big issue and it is waste of repeat medications. Mrs JC also suggested that we should train the receptionists in how to advise the patients on how to treat minor ailments and minor

incidents. Dr Jha informed the group of the open evening for public on the 16th September at Douglas Mill where all patients are welcome to attend.

Unplanned Admissions: Dr Jha explained how Telecoching works for people feeling low and depressed. She explained how the different organisations from NHS work together to improve patient experiences. There are also lots of voluntary organisations in the area.

AOB None

Date of next meeting: 5th November 2014