

Patient Participation Group – Tuesday 14th May 2013 Minutes

Present

Patients: Mrs S Netcott, Mrs A Neate, Mrs S Packer, Mr G Monaghan,
Mr R Hinsley, Mrs V Hinsley

Staff: Dr J Parrott (GP), Mrs A Toumi (Practice Manager), Ms H Stewart (PA
to the Practice Manager)

Apologies: Mrs S Hodges

Items discussed:

1. Update on survey action plan

- Promotion of different appointment types – We have put up a poster detailing appointment types in the waiting area. We will aim to improve the information on the website. Details will be included in next newsletter. We would also like to hold an evening meeting soon which patients can attend to learn more about the appointments available, in particular the Nurse Practitioner appointments.
- Promotion of the PPG – There is also a new poster in waiting area. Information will be included in the next newsletter. We hope to be able to use the evening meeting mentioned above to promote the PPG as well.
- Email group – We will be sending out our first email as soon as the next newsletter is completed. Thereafter we will aim to send out regular updates on the practice.

2. Clinical Commissioning Groups (CCGs)

- The PCTs (Primary Care Trusts) have now been disbanded, and responsibility for commissioning healthcare services has passed to CCGs. The board of the CCG is made up of clinicians, administrators and laypeople.
- There are a lot of base requirements which need to be commissioned, but there are some services which can be altered/improved by the CCG, e.g. mental health service provision.
- Savings of £20bn are required of the NHS over the next 5 years. These are not cuts – the money will be reinvested in services where there is a growing demand.
- The CCG are very keen to hear the ideas and comments of the public on the provision and improvement of local healthcare services. Feedback can be provided through their website – www.bristolccg.nhs.uk. There is a link on the front page which looks like this:

Click below to send us
your comments...



If you provide an email address or a telephone number the CCG will respond to your feedback. Any comments are welcome – not all ideas will be practicable or affordable, but change and improvement can always be made.

- A query was raised about the ability of a patient to choose where to have a certain operation. It was clarified that if you are offered an operation you should be able to choose where you have it, but this only applies if the operation being carried out in your chosen hospital is the same as that being offered initially.

3. Rebuild

- We have had our planning consent for the new building approved.
- There is now a due diligence period, but no problems are anticipated.
- The next step will be going out to tender for a builder.
- The pedestrian entrance will be through the existing gateway onto the main road. We will not be able to get rid of the two trees there. There will be another entrance for cars (similar to the current entrance).
- The building should be finished around the end of 2014/ beginning of 2015.
- 20% of the energy used by the new building will be 'green' (solar panels, heat-efficiency etc).
- The council have very strict guidelines on car parking, and as it stands the number of parking spaces we will be allowed is smaller than we currently provide. However, the practice could buy the land on which the current health centre stands and use that for extra parking provision – this would be subject to another planning application. This is something that is being looked into.

4. Any other business

- The difficulty some patients have had getting through on the phone was discussed. In particular it was noted that one patient recently waited over 12 minutes on the phone when ringing mid-afternoon – this will be looked into. It was discussed that booking ahead for a specific Doctor can sometimes be difficult.
- We should be issuing our next newsletter soon. This will be available from the waiting area and from our website. All of our previous newsletters are also available from our website.
- It was suggested that patients should be able to contribute to the agenda in advance of meetings. This idea was welcomed. Any PPG members wishing to contribute to the next agenda should contact Hannah Stewart, either by email hannah.stewart@gp-L81023.nhs.uk, by phone 0117 9026754 (please leave a message if the call is not answered) or by post FAO Hannah Stewart, Eastville Medical Practice, Eastville Health Centre, East Park, Eastville, Bristol, BS5 6YA. Alternatively, you could use the 'Contact Us' tab on the PPG page of our website – www.eastvillemedicalpractice.co.uk

Thank you again to all who attended!