



MINUTES OF RAINWORTH SURGERY
PATIENT PARTICIPATION GROUP MEETING (PIP)

Wednesday 1 June 2016

Attendance

Staff: Julie Moyes (Practice Manager), Sharon Ridgwell, (Location Manager)

Patients: Yvonne, Lynn, Geoff and Rayna

- 1) Apologies: Lynn, Cheryl, Val , Edith and Emma

- 2) Minutes of Previous Meeting:
Were accepted as a true record and it was agreed to place them on the web site for patients to read.

- 3) Matters Arising
 - i) A note had been place on the PCT signing in book asking visitors to park their car with consideration to other road users. Interviews are taking place for a new site manager and it is hope they can help with the situation.
 - ii) The new telephone system is up and running it was felt that both staff and patients are finding an improvement.
 - iii) Geoff was concerned about the lack of available appointments that can be made on line The situation is always under review as circumstances change with holiday commitments etc affecting availability.
 - iv) Geoff asked about nurses appointments being available on line Sharon informed us that this not possible as the length of time needed varied based on what the appointment was for eg Immunisations, smears, long term condition appointment (diabetes, CHD, COPD etc). Geoff said the electronic message board need amending re this as it states ‘nurse appointments’, it will instead be phlebotomy appointments – taking blood.

- 4) Friends and Family
Four replies this month: 3 likely and 1 very likely to recommend the practice to family and friends, they included lots of positive comments.

- 5) Practice Manager
The merger that should have taken place did not occur and will now NOT happen. The Doctors at Rainworth had had many reservations. After consultation with the CCG the merger was put on hold and a final decision was taken to withdraw from 1 July 2016. Following discussion with Sherwood Partnership it was agreed that Rainworth Surgery could buy in services from them. Rainworth will now be taken from their web site and the Rainworth site updated.

- 6) Newark and Sherwood Gateway
Geoff need clarification on how the system works, he had had problems with the telephone queue waiting system after being 4th in line then suddenly being demoted to 10th. Sharon said a letter or text would be sent by them to contact the patient, they would then refer patient to the hospital of their choice and mostly will make the appointment for the patient.

- 7) Equipment
Yvonne was interested to know how often equipment in the surgery is checked and was told that it is checked and calibrated once a year.

- 8) No correspondence

9) Any Other Business

Sharon is concerned that the Surgery should be offering better support to patients who need help with communicating with Staff i.e. patients whose first language is not English, hearing problems etc She asked for the PIP group to give thought to ways that this could be improved. Rayna offered her husband's help in training staff in the 'loop system' for hard of hearing patients.

Next Meeting Thursday 7 July 2016 at 2.30 pm