



DR PERRINS & PARTNERS

PATIENT INVOLVEMENT GROUP

Minutes of Meeting – Tuesday 8th March 2011

Present:

Dorothy Robertson (Chair)
Dorothy Richardson
Brian Richardson
Charlotte Richardson
Vera Skipper
Annie Foster
Keith McDaid
Keith Ratcliffe
Bob Pollock
Sue Barnes
Carol Craggs
Dr John Perrins

Apologies:

Margaret Weaver
Margaret Young
Linda Craighead
Beth Ford

1. Minutes of previous Meeting

- (a) Electric Doors – Following the last meeting a Door Committee met and Carol presented the minutes to the meeting. Keith had kindly arranged for a company to come out and give a quote for alternatives to new electronic doors. Carol shared the quotes from Door System Installations Ltd for sensors to be fitted to open the doors. The cost of this for two single doors was £3,010.00. A lot of discussion took place about whether the priority was electronic doors or the decoration of the practice. There was strong opinion that it was pointless pursuing quotes if the GPs were not going to take these forward and members asked how much money the doctors had to cover these two issues as this would make a bearing on what should be pursued. Carol suggested that she take this to the Practice Meeting and feed back to the Group.
- (b)
- (c) New Chair – Dorothy Robertson has taken over the Chair of the Group

2. NHS Choices

Carol informed the Group about the NHS Choices website and suggested they might have a look at it. It is the UK's largest health website described as the "Front Door to the NHS". Web address: www.nhs.uk/Pages/HomePage.aspx. There is information about carers, a symptom checker and information about GPs, Walk In Centre, Hospitals etc. Trinity Medical Centre has their own page with in depth information about the practice which is updated regularly and a Who's Who of staff. Patients can also leave comments about the Practice.

3. A&E Attendances

Margaret had carried out an audit of unnecessary A&E attendances which she wanted to share with the Group and to ask their opinion of the best way to share this information with the patients. This recent audit showed a number of patients who use A&E for inappropriate problems and therefore had numerous attendances throughout the year. Each attendance at A&E costs at least £59 (this being for minor problems). Certain patients were going to A&E when the practice was open and some of these visits were for problems which could have been seen at the Surgery. The Group discussed how much they knew about the alternatives- NHS Direct, Out of Hours GP, Walk in Centre at Palmer. It was suggested by members of the Group that educating patients would be the best way to get this information across and suggestions included a display in reception, the Practice website or a Practice Newsletter. Most members were shocked at the cost. Keith pointed out that it was important not to frighten off any patients who may genuinely have a reason to go to A&E.

4. Future Meetings

It was decided to have quarterly meetings, therefore the next one would be in June, then September and January (to avoid the Christmas period).

5. Any other Business

- (a) Diabetic Drop In Centre – Dorothy informed the Group that the next Local Engagements Board meeting on 29th March at the Customs House would discuss this new Centre at Cleadon Park. Sue suggested she may like to attend.
- (b) Carol thanked Dorothy for taking on the Chair of the meetings.