

September 2011

PPG Meeting

Attending:- Jacqui Murray, Julie Conroy, Ann Cullen,
Beryl McKeivitt, Patrice McCarthy, Jean Downie,
Carla O'Brien.

DNA'd:-

POINTS BROUGHT UP FOR DISCUSSION

1. Overall Running of the Surgery:-

Overall patients are happy with the running of the surgery.

Reply:-

The Surgery took into account previous feedback and actioned it.

2. Patient Comments:-

Patients have passed comments that they are really pleased with the way the Staff are, pleasant and helpful .

Reply:-

We feel happy with this comment.

3. **Late Night Surgery:-**

Patients who work are pleased that they have the chance to book into our late night surgery and don't have to take time off work.

Reply:-

We feel that the late night surgeries are going well, these have appointments available from 6:30 – 7:30.

4. **Telephone System:-**

The only complaints was that patients are still having difficulty using the telephone system, especially the elderly patients.

Reply:-

We understand this and we have always tried to ensure that we have the patient's correct telephone number on the system, also we have told the patient's that they can contact the surgery and press number 2 to be put through to the receptionist.

5. **New Facilities on site:-**

Patients have asked us what facilities are available within The Blue Bell centre.

Reply:-

We have explained to patients about the new facilities which are now available on site and they are extremely pleased as they don't have to travel to different clinics.

The clinics available are:

- Community Matrons
- District Nurses
- Physiotherapy
- Counselling
- Cardiovascular Clinic
- Spirometry Clinic

6. **Out of hours Surgery:-**

The patients commented regarding the out of hours surgery, the fact that we organise the appointments

Reply:-

The out of hours service is being used when we have no available appointments in which the patients are happy with this as they see a GP the same day.

7. **Bloods Clinic:-**

Patients would like to see a blood clinic available down stairs.

Reply:-

We replied that we feel that this may be easier for our patients to attend. At present though the blood clinics are still at Nutgrove Villa.

8. SCR Records:-

Patients asked what this service was, how did it affect them.

Reply:-

The SCR records were discussed, letters have been sent out to patient groups. They thought that on a whole it was a good idea, although the group had no problems with it, we would just have to wait and see how many patients opt out.

9. End of Meeting:-

We had a very good meeting in which we have took on board all comments. We would like to thank all the group for attending the meeting and for all their input to help for the smooth running of our Surgery.