

MINUTES

HIGH STREET SURGERY PATIENT PARTICIPATION GROUP MEETING

Date & Time: 26th August 2014
2.00pm – 3.00pm

Venue: Meeting Room
High Street Surgery

Those Present: Dr Rob Grayson - GP
Sarah Lord – Practice Manager
E Haworth – Patient
B Sutcliffe – Patient

Apologies: C Hartley - Patient

Welcome & Introductions

Dr Grayson opened the meeting by welcoming Eileen and Brian and introduced himself and Sarah Lord the Practice Manager. Dr Grayson explained that he was approached by Dr Agarwal to take over the practice upon his retirement as Dr Grayson is part of an established practice in Gt Harwood. Dr Grayson and his Partners Drs Anil Tyagi, Lucy Radice & Jill Ireland accepted Dr Agarwal's offer and became proud owners of the surgery and the patient list from 1st July 2014.

High Street Surgery

The surgery will continue to run from High Street with some small changes to the practice bringing it up to date and offering improved services.

Doctors / Appointments

Eileen and Brian had spoken with some patients who were concerned that in a group practice they would not be able to see the same doctor for continuity of care. Dr Grayson explained that as they are a team of 4 young GPs with trainee doctors there will be a greater choice of doctors offering differing appointment times and specialities. Of course if you wish to see the same doctor you can do but may face a longer wait if that doctor is booked up or on holiday / study leave etc. If the doctor wants to review you they will book the follow up appointment for you to guarantee you are seen. There is the facility to see the duty doctor on the same day for quick access, this may not always be the doctor you normally see.

The 4 Partners have differing areas of interest, Drs Radice & Ireland specialise in women's health, Dr Tyagi in dermatology and surgery and Dr Grayson in diabetes and medicine. A larger team does offer a greater wealth of expertise.

Dr Vicky Bramwell our locum doctor is staying on until at least the end of September and she is proving popular with the patients who have seen her.

Brian asked if there are any plans to extend the opening hours. Dr Grayson informed him that the current surgery times of 9 – 11am and 4 – 6pm will remain and there are no plans to open evening and weekends as this would mean reducing appointments during the day.

Patient Choice

From 11th September patients do have the choice to be seen at either site and will have access to the facilities within Gt Harwood Health Centre which include minor surgical procedures, treatment room, chiropody, stop smoking services, audiology, baby clinic, speech therapy, family planning, etc.

There have also been concerns that patients from Gt Harwood Medical Group would take preference over patients from High Street Surgery when it comes to appointments. Dr Grayson allayed this fear by encouraging the members that he expects most patients will remain to be seen at the site at which they are registered and in fact 8 weeks in to the merger the access at Rishton is still excellent with appointments being available the same or next day.

Telephones

There will be a new telephone system in place from 11th September. The telephone number at Rishton will change to 01254 617570 from this date, letters are being sent to patients informing them of the new number next week.

Patient Participation Group (PPG)

Great Harwood Medical Group has quite an established PPG with approximately 40 members about 10 of whom attend regular meetings, the rest are kept up to date via email. They have recently appointed a Chairman and Secretary. During the recent Patient Participation Awareness Week the members held an event in the waiting room at Gt Harwood Health Centre to raise awareness of the group and the practice. They handed out a short survey, the results of which are being used to plan future services and make improvements to patient experience.

The next meeting of the Great Harwood Medical Group PPG is on Wednesday 24th September at 2pm on the first floor at Great Harwood Health Centre, you are all welcome to attend and see our new building. I have attached the minutes of the last meeting for you to read.

Brian and Eileen said they would like to keep the Rishton group as well as the Harwood Group and this can be done for the foreseeable future.

Staff

We are pleased to announce that Margaret, Elaine, Sarah and Carol are staying at the practice and Carol has increased her hours to full time to enable her to work

across both sites with support from Sharon our Health Care Assistant who can take bloods, and blood pressures amongst other things.

Half Day

The half day will change to Wednesday from 10th September, the surgery will continue to close at 12pm but telephone access will be available until 6.30pm.

Electronic Prescribing Service

From 11th September prescriptions can be sent direct to your chemist without the need for you to collect from the surgery. You just order your repeat prescription in person or online or ask your pharmacist to order it for you and it will be ready to collect at the chemist 2 working days later. Please ask your chemist about this service.

Dr Grayson and Sarah concluded the meeting by thanking the patients for their patience in this transitional period and would politely ask that you bear with us during the “teething problems” at the start of what will hopefully be a positive future for patients, staff and doctors alike!

Date Of Next Meeting

October – date to be confirmed.