

Oughtibridge Surgery Patient Participation Group Meeting
Meeting Notes

Wednesday 13th February 2013

Present: M Greaves, J Greaves, R Nicholas, D Davis, L Buchanan

Next Meeting: Monday 20th May 2013

Item	Comments	Action
1.	<p><u>Minutes of previous meeting and matters arising</u> The minutes of the previous meeting held on Wednesday 21st November 2012 were agreed as a correct record.</p> <p>Dawn thanked everyone for attending the meeting in spite of the very snowy weather</p>	
2.	<p><u>Leigh Buchanan – Community Support Worker</u> Leigh introduced herself to the group. She is on secondment from Social Services. She has been appointed to help people live independently with support and keep them out of hospital. She will cover everything from housing, health, social care and living an active life. In the past she has helped with finding social activities, getting help around the home, support for carers, transport, planning for bad weather and getting long term support in place. She can be contracted through the surgery and anyone can make a referral but the patient must be aware they are being referred.</p>	
3.	<p><u>Patient Survey</u> Dawn circulated a summary of the survey that had been carried out in January 2013. It was agreed to promote the new telephone system and the additional opening hours as well as continuing to target DNAs. Dawn discussed the new phone system that had been purchased and that the surgery was moving back to an 0114 number from 0845. Dawn was asked to follow up patients who regularly DNA either by letter or by text. She agreed to do this.</p>	DD
4.	<p><u>111</u> Dawn gave details of the new 111 service that was to be introduced from 5th March 2013. This is an out of hour's service that is available when the surgery is closed. Patients ringing out of hours will be asked to hang up and redial 111. This is a call handling service run by Yorkshire Ambulance. The number is free to call from any land line. 111 does not replace 999. Dawn answered questions but was waiting for patient information leaflets to be delivered.</p>	
5.	<p><u>Drug Error</u> Mrs Greaves gave details of an error that had been made. She had been dispensed the wrong drugs from a chemist at Middlewood. Dawn had completed a significant event form and this was to be collected from her by a member of the PCTs Medicines Management team to investigate.</p>	

6.	<u>Date of Next Meeting</u> Monday 20 th May 2013 at 6.30pm. **PLEASE NOTE CHANGE OF DAY**	
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