Ling House Medical Centre

Minutes of the Patient Participation Group held on Tuesday 7th February 2012

**Attendance**:

14 people attended including representation from the practice.

Names omitted due to confidentiality rules

**Apologies**: x 3

Actions from last meeting:

Out of hours calls are automatically re-directed, G will ask phone provider if message can be added re non-urgent appointments.

Receptionists now relay message re non-urgent appointments when answering calls.

Message still to be added to website and practice booklet.

Suggestion box now in place in reception.

At the present time it is not possible to put email addresses onto patient contact details.

It was agreed that the minutes from the last meeting were accurate.

An introduction to the Travel to see the Doctor project was presented by University of Leeds. There will be a survey carried out within the surgery at the end February/early March.

G asked if any patient from the group would be willing to chair future meetings, IM agreed to chair the next meeting and HB said she would take a turn.

**Any other business**

Virtual Patient Participation Group via the Ling House website. It will be possible for patients to take part this way if unable to come to meetings.

It was agreed that guest speakers from various organisations would be invited to future meetings e.g. carers resource. AR suggested District Nurses, to explain their role.

IM asked about the possibility of Lithium monitoring being done at the surgery, Dr S explained what the process involves and he didn’t think it could be done within General Practice. G will take this to the Commissioning Group.

**Outstanding Actions**

Message re ringing for non-urgent appointments during Out of Hours cannot be added as this is automated.

Note re the above has been added to the website and the practice booklet.

Lithium Clinic update required – have things improved?

A concern was raised re patient being refused an appointment and sent to A&E

Treatment Abroad. Patients can use E111 card in EU countries, but not in private hospitals in the EU when private holiday insurance is needed.

Next meeting to be held on Tuesday 1st May at 5.45pm.