

Killamarsh Medical Practice

Patient Participation Group Meeting

Wednesday 12 October 2016

5.30 - 6.30 pm

Welcome & Introductions

1. National GP patient survey results &

July 2015 - July 2016

The recent patient survey results were discussed in detail with the group. The patient's survey results continue to improve each year.

2. Practice Benchmark Dashboard

June 2015 - June 2016

The practice remains above NHS England's and North Derbyshire's benchmark in the majority of areas. This is a fantastic achievement.

3. Friends & Family Test Feedback

The practice welcomes all feedback from patients so that we can make continuous improvements to the services that we provide to our patients. The vast majority of the responses received were excellent. The practice will continue to seek patient feedback.

4. New Members of Staff

We are pleased to welcome to our team, a new Community Practice Nurse, Barbara Kelly. She will be supported by a Care Co-ordinator, Sophie Simonite. They will help to deliver care within our local community.

Helen Spink our current Practice Nurse will be leaving Killamarsh Medical Practice in December 2016.

Paul Roberts our current Practice Manager will be leaving Killamarsh Medical Practice at the end of December 2016, we wish him well at his new practice.

The practice is currently in the process of recruiting for a new Practice Nurse and Business Manager.

5. Surgery Extension

The surgery extension has been completed with great success and this has created much needed space for the practice to continue to grow.

6. New TV Screens

New waiting room TV screen have been installed, these provide fantastic health education to patients whilst waiting for their appointment and will be used to call patients into the surgery for their appointments. The backup Tannoy will still be available if required.

7. Side Road

The side road has now been finished, allowing easy access to the practice car park.

8. Online Services

Patients can now have greater control over their own health by having access to online patient services. They can book GP appointments online, order repeat prescriptions, view allergy and test results and even access certain medical records.

This service allows patients to access their own personal medical information and services 24 hours a day.

9. SMS Text Service

The practice now offers a text messaging service to remind patients of their appointments. There is an option to 'OPT OUT' of receiving these alerts, should a patient wish to do so. However, most patients have found this to be very useful additional service.

10. Locality PPG Representation (Dronfield & Eckington)

As previously mentioned, a member of the PPG is welcome to attend the quarterly Locality PPG meeting. This meeting provides a great insight into the constraints put upon general practice and shows our collaborative working with other local practices and regulatory agencies.

11. Any Other Business

The practice has a new website, please take a look. Google translate works alongside the website to suit various different languages.

HealthWatch will be visiting the practice in December and a report will be available in the New Year.