

Churchview Surgery
Drs Eveleigh, Gray and Harte

PATIENT PARTICIPATION GROUP

Meeting held on:
Wednesday 29th January 2014
At 2.00pm

Attended:

Tracy Cartwright	Computer Data Entry Clerk/Chairperson
Hannah Maczkowski	Receptionist

Sarah Moulton	Guest speaker from Scrivens
---------------	-----------------------------

Kenneth Smith	Patient
Catherine Smith	Patient
Leonora Russon	Patient
Irene Golden	Patient

Apologies:

Jaweed Tariq	Patient
Ihana Mpala	Patient
Rafana Bi	Patient
Charley Davies	Patient
Margaret James	Patient
Wayne Hodgkins	Patient
Mary Clowes	Patient (housebound)
Eva Riley	Patient (housebound)
John Smith	Patient
Michael Short	Patient
Julie Robbins	Patient
Claire Kendrick	Patient
Julie Lunn	Patient
Eric Glemao	Patient
Karen Hughes	Patient
Arlene Smith	Patient
Emma Chapman	Patient
Lorna Kendrick	Patient
Mrs B Hadlington	Patient

Minutes taken by: Hannah Maczkowski

MINUTES

1 Welcome

We welcomed guest speaker Sarah Moulton from Scrivens to the group.

2 Presentation given by Sarah Moulton of Scrivens on NHS Audiology Services

We started today's meeting with a presentation given by Sarah Moulton of Scrivens on NHS Audiology services.

As well as GP surgeries and hospitals offering Audiology services to patients, high street companies such as Scrivens are now working along side GP surgeries to provide Audiology services through the NHS. Patients aged 55+ will be able to see an audiologist at the surgery or any local branch of Scrivens (the closest being Halesowen). Patients will need an appointment with their GP to be referred for this service. Once referred, the patient will be seen by the audiologist within 21 days. The audiologist will carry out an assessment and hearing test that will take around 45 minutes – 1 hour. If no complications arise such as severe hearing loss, a free hearing aid can be fitted for the patient on the same day. If there is wax present in the ear, ear irrigation will need to be done before the fitting can take place. Aftercare is provided and patients will be shown how to fit and clean the hearing aid along with how to change the battery. The battery will last six months and when this runs out the patient will be provided with a card to obtain a further six months supply of battery. The audiologist will recall patients every 6-10 weeks for a follow up appointment. Patients will also have an annual review. Patients who have had a hearing aid for 3 years or longer can see their GP to be referred to get a new hearing aid. The audiologist will also offer patients the option to be seen without a referral from the GP for a quick test for hearing loss. Home visits are also available but will require a referral from their GP. Patients can also be seen by an Audiologist for the same service at any Scrivens branch but will still need a referral from their GP. The service offers choice and reduces waiting times for patients. The audiology service waiting time at a hospital is around 6 weeks.

Sarah will be liaising with Sharon to see if we can provide this service from our surgery. The PPG agreed that this service would be highly beneficial to our patients.

3 Patient Survey Report 2013

The Patient Survey Report was shown to the group and all results were addressed.

Following a section in Patient Comments regarding the rudeness of staff; Tracy did show concern for this comment as all members of staff have had training in customer relations. Patients who feel they have any concerns regarding this matter are to contact Sharon Cooksey.

Another comment in this section that was mentioned by the group was in relation to the cleanliness of the waiting room. We do have a strict cleaning regime in place and all seating and carpets in the waiting room are steam cleaned. The PPG do feel however that the waiting room décor needs updating.

The PPG felt that the results of the survey were very good and had no other comments or suggestions at this time.

4 Any other business

- One member of the PPG asked if we as a practice are linked in anyway to Churchview Pharmacy as they had seen an advertisement for the pharmacy on one of our appointment cards informing patients to order the prescriptions with them. Tracy explained that we have no connection at all to the pharmacy. We receive complimentary appointment cards from many companies and these cards will display various advertisements for local businesses. It was just by coincidence that Churchview Pharmacy's advertisement was on our cards at that time. If we receive any further cards showing their advertisement it will be removed to stop any further confusion.

- It was brought up by one group member that more NHS services may become available for patients at Rowley Regis Hospital. Tracy will look into this.

5 Date of next meeting.

To be arranged. Invites will be sent out.