

The De Beauvoir Surgery Patient Participation Group

Tel: 0844 477 36 02 Fax: 0844 477 36 04

Patient Participation Group Meeting 3rd October 2012

Present: John Ward – Chair, Joan Ward , Mary Afolabi, Christine Turner, Pauline Timms, Maggie Brynjolfsson, Dr Gary Marlowe – Senior Partner

Apologies: Jean Lander

The minutes include updated information on the items discussed

Agenda

The agenda for the meeting was:

1. Patient Questionnaire
2. Patient Participation Group Membership
3. 0844 Telephone Number
4. Petition for Disabled Parking - Cycle Racks
5. A.O.B.

Item 1: Patient Questionnaire

Members were given two draft copies of the proposed Patient Questionnaires to make recommendations or to choose from and they chose the tick box version as it was felt patients were more likely to go for an easy to complete option. Discussion took place on the difficulty of obtaining a response to either version whether from the hard copy available in reception or via the website (only 4 questionnaires were filled out on the website previously and just over 100 in reception).

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Item 2: Patient Participation Group Membership

A discussion was had on the problems of recruiting more members to the Patient Participation Group and a number of ideas were tabled:

- A social event
- Specific interest group meetings (diabetes, arthritis, etc)
- A weekly class to music for those who would benefit from mobility exercises
- A befriending scheme for isolated patients run by volunteers
- A book club
- Yoga classes

Joan Ward agreed to ask if the De Beauvoir Association's Newsletter would be prepared to include a request for a Yoga teacher for the proposed Yoga class of an hour's duration. Dr Marlowe said the surgery had the space available for this and other meetings. It was also agreed to put a sign-up form in reception to see if anyone would be interested. The question of insurance was raised and this was to be looked at if the idea turned into reality.

Update:

So far 18 patients have indicated that they would be interested in joining a Yoga class at the surgery and we have a Yoga instructor who may also be interested. She is coming to look at the premises on the 7/11/12 to give her opinion and discuss practicalities.

Item 3: 0844 Telephone Number

Dr Marlowe explained that the surgery is locked into a contract with the phone Company who supply the system and it still has around 4 years to run; early withdrawal would mean high financial penalties to get out of the contract which the surgery is unable to pay. The cost of phoning from a landline was the same as a local call rate but it was the increase in the use of mobile phones since the system had been introduced that was the problem as different mobile providers offered different packages. However the increase in mobile phone use had also increased costs to the surgery in returning calls to mobile phones which were more expensive to phone

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than landlines. Maggie Brynjolfsson said she would speak to the system provider about the possibility of adding a local number.

Update:

We will shortly be adding an 0207 number for patients to use when phoning the surgery.

Item 4: Petition for Disabled Parking - Cycle Racks

It was discussed whether we should draw up a petition to seek installation of one or two dedicated Disabled Parking Bays for outside the surgery and there was a lively debate. Two members present who used the Blue Badge scheme pointed out that you could park on the existing double yellow lines with the absence of curb chevrons as an alternative as some members of the group felt that the trouble with Disabled Bays was that any Disabled person could park in it so it may not benefit DBS patients directly. It was generally agreed that it would be better to have some Pay & Display bays installed as these could also be used by Disabled people. The illogical penalising of parking across a now defunct entry road was brought up and John Ward agreed to take these issues up with Hackney Council. The surgery was asked to provide pictures of the defunct road in question.

Cycle Racks were thought to be a good idea and the surgery would ask patients to write in and express their desire for cycle racks to be installed.

Disabled Parking Update: Early in October John Ward contacted the Parking Division at Hackney Council about the parking issues and it appears they have an updated plan in hand for when building works are completed. Someone from that department was to call John Ward back but so far there has been no feedback.

Maggie Brynjolfsson spoke to the Parking Division at Hackney Council on the 30/10/12 and it appears that there is 1 Disabled Parking Bay scheduled for installation outside the surgery and more shared use bays planned opposite the existing Pay & Display parking in Downham Road just around the corner from the surgery.

Cycle Rack Update: Maggie Brynjolfsson also spoke to the department in charge of installing Cycle Racks around the borough and they have agreed to put forward

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proposals for 3 such racks outside the surgery with the ability to hold up to 6 bikes which is excellent news if they get passed.

Item 4: A.O.B. - There were no other items discussed under Any Other Business.