

Minutes of Patient Participation Group Meeting

Market Street Medical Practice

Thursday 10th August 6.30pm

1. Present; Sue Naylor (SN), Michelle Cowsill (MC), , Barry Rigg (BR), Nigel Bottrill (NB), Joan Bottrill (JB), Anne Mills (AM) , Bob Treen (BT), Karen Hadfield (KH), Sheila McClaron (SM), Catherine Mackay (CM), Lynn Leach(LL), and Melanie Smith (MS). Dr Onslow (AO) joined part way through meeting

2. Apologies; Pamela Stewart (PS)
SN welcomed BT to his first meeting

3. Minutes of last meeting

Prior to meeting (PS) had said her suggestion for the disabled car park spaces was not correct. As she was not present, this could not be clarified. Rest of minutes agreed as an accurate record.

4. Matters Arising;

i) Membership of group

Email / letters sent out as agreed, a couple of people still not replied / completed governance forms. SN suggested and it was agreed a further email will be sent out. If no response, it was agreed that those people will be removed from the membership list.

Action; SN and MC to contact the non-responders and update the membership list in light of this

ii) Appointments; It was suggested for better education for patients with open information for patients to also be able to book their appointments on–line.

BR asked if known the percentage of figures of people who book appointments on-line. SN/MC to ask.

Action; SN and MC to speak to Carolyn Hodgson (CH)

iii) PPG Action Plan

The Action Plan form has been amended and distributed around the practise. None completed to date

iv) PPG Reps photos

MC photo had been done, SN's still to be taken

Action; SN to get photo done and for both to be processed and put on notice board

v) IWGF Forms

SN discussed the possibility of Nurses and Health Care Professionals giving out forms with Stephanie Jackson (SJ). Agreed this would be done, and for them to encourage patients to fill out online as well. There were business type cards available but these have been discontinued. SN trying to source something.

Action; SN to try and source an IWGF calling card

vi) PPG notice board

Purchased, will be placed behind reception desk. KH requested any info put up was simple and not wordy

vii) Use of disabled parking spaces

SN had discussed with CH and SJ, no resolution, main concern is the policing of anything. MC informed group that there are on-going discussions about the car park generally. NB suggested that the symbols on the car park could at least be repainted, SN/MC to ask. SN suggested that perhaps when visitors signing in, receptionists check where they have parked

Action; SN/MN to check with CH/SJ about possibility of repainting the symbols and asking receptionists to check where visitors are parking.

viii) Patient Wi-fi

SN had discussed this with CH, there is a wifi already available but not known how to access it. BR informed meeting that a scheme is currently being rolled out anyway. Suggested that when known that is the sort of thing that could go on the new noticeboard.

ix) Running Late notice

SN prepared a notice telling patients to check with reception if they have not been seen within 20 minutes of their booked appointment time. Consensus is that it has proven beneficial.

x) Listening Ear Initiative

MC informed the group about the meeting attended with Bishop James Newcome. MC gave the group the name of the Vicar that leads the project, Reverend Sarah Lunn, along with the article produced by the Guardian news; Sarah Lunn www.theguardian.com. MC advised it is an interesting article and would be useful for the group to learn more. BR suggested that if pastoral care was needed, perhaps chaplains at the Hospital could also get involved as volunteers. MC is to meet with Sarah Lunn and then provide info to AO for discussion with other partners.

Action; MC to speak with Sarah Lunn and then discuss with AO

5. Members updates

i) BT said he has seen professionals in their nurses' uniforms parking in the disabled bays. SN suggested that when visitors are being signed in, receptionists could ask where people have parked, asking them to move if necessary

Action; SN/MC to discuss with CH / SJ

ii) AM asked whether it was viable to have a tea/coffee vending machine in the waiting area. BR suggested that it might be helpful for volunteers to clean and maintain any machine. Acknowledged the idea was fraught with difficulties. Discussed possibility of combining local group 'drop-ins' with tea/coffee available in the meeting room. Idea to be discussed.

Action; SN/MC to discuss possibility with CH/SJ

iii) LL asked for clarification about appointment booking system. It was not known that patients themselves do not have to ring for appointments, or about the weekend GP/HCA appointments. Agreed would be useful for info to be put on website if possible and for information to be put in the waiting area. AO asked if all receptionists gave the information out as just discussed. It was felt there were some inconsistencies Agreed should be discussed. Possibility of putting on screen in reception also discussed but not thought to be likely, but SN/MC will ask.

Action; SN/MC to discuss consistency of info across areas given by receptionists with CH/SJ and the possibility of putting information on the screen.

iv) BT said he had received notification that patient access was changing. Neither BR or AO were aware of anything changing. BR said that there is a new initiative where wifi/internet is being rolled out across NHS premises but was not aware that it applied to us yet.

v) SM said a few of her patients had commented about the difficulty in getting appointments at the surgery at the moment. SN acknowledged it was difficult at that moment as 2 trainees had recently left and GP's are on holiday.

vi) JB asked about the position of the TV screen in the waiting area and whether the info on it could be made more relevant/local. AO acknowledged the position wasn't ideal and that more local info would be beneficial but did not think we had much/control over what is on there.

vii) CM informed group about recent session on Alzheimer Awareness she had attended She had found it helpful in the respect that she became aware that there is a lot of different equipment out there for Alzheimer sufferers. It was suggested that it would be good to have a promotion to take place at the next community event at the Drill Hall. CM to provide contact information

Action; CM to drop of information regarding the Alzheimer Society and AO to forward to event manager.

6. AOB

i) Email to group

SN informed group about communication received asking practice to consider stopping receptionists from asking reason for appointments. SN explained why receptionists ask and gave examples of how by asking, inappropriate appointments had not been booked. She is currently working on a display to this effect to try and educate patients. KH requested any display have limited wording, and be simple to read.

ii) Controlled drugs.

Discussion about signing/tracking of controlled drugs. Some practices already ask for phot id. SN informed group about the orange slips that are used and that if completed properly, this was adequate tracking.

iii) Recent group minutes

NB noted that recent past meeting minutes are not on website. SN/MC not aware they should be. Will talk to CH/SJ to sort.

Action; SN/MC to discuss with CH / SJ

iv) ICC

AO informed group about the ICC, and how savings from the non issue of drugs being used to fund other initiatives. KH asked if some of the info (eg savings from not prescribing paracetamol) could be publicised.

Action; SN/MC to check whether display of such info is possible.

Date and time of Next meeting - Thursday 12th October 6.30-8.00pm Meeting closed at 8pm.