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**Fall**

Throckley Primary Care

Patient Participation Group

Minutes of the Patient Participation Group Meeting

Tuesday, 24th March 2015

Apologies: WD, BT, BP, MN.

Present: Dr Victoria Blaylock (GP), Linda Taylor (P.A. to Practice Manager), Mandy Curtis (Reception Manager),

Patients: RCurr, ER, PS, CI

**Welcome and introductions.**

Dr Blaylock introduced herself and welcomed members to the meeting and thanked everyone for coming along. VB discussed the new earlier start to allow time for tea/coffee and a chat, it was agreed that this worked well and meant that the meeting started promptly at 1.30pm.

1. **Review minutes from previous meeting.**

Jayex (Patient call) board – members enquired as to whether the board could be moved into the center of the waiting area above the reception desk. Linda explained that regrettably this is not possible due to the positioning of electrical cables and also it is a false ceiling in that area so could not hold any substantial weight. We have re-arranged the seating in the waiting area so that all of the chairs allow a view of the board from their new position. There was also a query regarding the way the text was shown on the Jayex board this is also unfortunately fixed and we are unable to change it. Dr Blaylock explained to members that if a patient has a problem seeing or hearing the patient call board there is also the option of asking the receptionist to leave a message for the clinician to collect or tannoy for the patient which we are more than happy to do. PS asked if this could be added to the new patient brochure. LT to action this.

1. **PPG Member Feedback**

Following feedback from the previous meeting it was proposed that the group should appoint a Patient Chair who will help with setting the agenda for meetings and help to chair the meetings. This was agreed by all 4 members who attended the meeting. RC agreed to be the Chair and PS agreed to be Vice Chair, it was also agreed to that this would be for a period of 1 year, to be reviewed again May 2016.

1. **Care Quality Commission Visit (Brief Update)**

Dr Blaylock informed members that we now have available the full CQC report in which the Practice was rated “Good” overall and “Outstanding” in leadership and management. This can be found on the Practice web-site and a hard copy in Reception.

1. **Review Patient Feedback (April/May)**

Members reviewed patient feedback for April/May. PS felt that item 5 was a legitimate comment. LT explained that the system has had some adjustment following this and there is now more telephone consultation appointments available after 5pm to allow for patients who work to take a call. If this is still not convenient for them they can explain this to the receptionist who under these circumstances can book a face to face appointment instead. Dr Blaylock mentioned an audit that Dr Grainger has carried out which shows some interesting statistics about our appointments which she will bring to the next meeting.

**Friends and Family Test (FFT)**

Linda ran through the results of the FFT, there was noticeably less than in previous months. PS felt this may be due to patients already having completed one but Linda explained that this test is for feedback on your experience each time to visit the Practice so can be completed more than once.

1. **Feedback from Patient Forum Meeting**

Members asked what the purpose of the patient forum meetings were. Linda explained that they are very important and are a way to have the patient voice from Throckley heard by the Clinical Commissioning Group. Each meeting is based around a theme for example the last meeting was about Healthy Living Pharmacies who deliver a comprehensive range of services to the public. They promote healthy living and support community health and well being. Linda will ask the Chair of the Patient Forum to attend one of our meetings to speak to members and explain more about their meetings. ER asked if she could have any information posted out to her as she does not have access to a computer so cannot receive information via e-mail.

RC and PS kindly agreed to attend the next Patient Forum if the date and venue were convenient.

1. **Action Plan 2015/16**

Items for the action plan 2015/16 were discussed and agreed, they will be;-

1. Promotion of services that the Practice provide and promotion of our appointment system.
2. Staff Information Board (including photographs of staff members)
3. To look into the possibility of a text messaging reminder service to reduce non-attendance.
4. **Speakers**

Members discussed possible speakers for future meetings, suggestions were as follows;-

Chair of Patient Forum Meetings, Martin Bell (Practice Manager @ Denton Turrett Medical Centre) - Sept 2015 meeting.

Ways to Wellness Update – Dec 2015 meeting.

PALS (Patient Advice Liaison Service) – 2016

PS asked about post operative care, VB suggested that this would be a subject that would be best discussed at one of the Patient Forum Meetings.

It was also discussed and agreed that the speakers should be scheduled for the end of the meeting to allow time at the beginning to complete the “business” items.

1. **PPG Members Feedback (new agenda item)**

It was felt that we should allow time for members during the meetings to give their feedback or to share information with the group.

PS shared information with the group about a charity organisation called Greenwich Hospital who own 450 acres of land behind Hexham Road, Throckley North. The land is under consultation to have 450 houses built there and she feels that if this goes ahead it could have an impact on the Practice, she will keep us informed of any developments.

All agreed that the meeting had gone very well and that this item was a good idea.

1. **IT Services – New Clinical System**

Dr Blaylock informed members that we are currently in the process of changing our computer system. It was a long and hard decision made by the Practice to change but was necessary due to increasing problems with our current system. The change is due to go ahead in July and will hopefully run smoothly so will have a minimum amount of impact on patients.

1. **Agree dates and times of next meetings**

Tuesday 1st Sept 2015 1.00pm - 3.30pm

Tuesday 1st Dec 2015 1.00pm - 3.30pm

RC suggested and agenda item for the next meeting, to discuss the possibility of a Christmas Party for the PPG members, he is happy to organise this if it should go ahead.