

PORTER BROOK MEDICAL CENTRE

PATIENT PARTICIPATION GROUP MINUTES

Thursday 10th July 2014

Present: Susie Uprichard Practice Manager & Business Partner
 Janice Ellis Patient Services Manager
 Dr Kirsty Goddard GP Partner
 Dr Gurjit Barn GP Partner
 Raza Hussain
 Tim Nelson
 Jenny Bristow
 Steve Joseph
 Charlie Khan

Apologies: Eileen Nelson
 Craig King
 Leslie Green

1. Minutes Of Last Meeting	Actions
The Minutes of the meeting held on 10 th April 2014 were accepted as an accurate record.	
2. Matters Arising	
None raised other than those covered below.	
3. Healthy Living Events	
<p>In line with our current Action Plan, a Health and Wellbeing Event took place on 10th June from 6 – 8pm. The event was widely publicised, with emails being sent to those who had expressed an interest and provided an email address on the last patient survey. Twenty patients signed up for the event. Staff from Shipshape and Activity Sheffield gave their time to attend on the night and came with planned activities and resources. Unfortunately, there was a disappointing turnout with only 5 patients attending and only 2 of those present for the first hour.</p> <p>Considering the lack of interest shown, and the fact that only 5 patients attended the previous Carers' Event in November, the Group decided that the Stress Management Event which was due to take place later in the year as part of the Action Plan should not go ahead.</p>	
4. Review of Queuing Line at Reception	
Receptionists have reported an improvement in patients queuing away from the desk to give privacy for others. They do however, still have problems with patients coming from the car park entrance and approaching the desk from the other side. There is a sign on the desk directing patients to the queue but not everyone complies. Given the layout of the Reception area, it is felt that nothing more can be done.	

<p>Charlie raised the possibility of putting a bar in front of the desk for the safety of staff. Susie assured the Group that the Practice carries out regular risk assessments. At this time it is not considered necessary to have a barrier. This can be reviewed periodically.</p>	
<p>5. Membership of the Group</p>	
<ul style="list-style-type: none"> • Since the last meeting Anne (Practice Nurse) and Hanna have submitted their resignations due to other commitments. They both send their best wishes to the Group. • Emma and Benedict have not responded to letters and so it is assumed that they no longer wish to be part of the Group. • Shirley & Katie (Practice Nurses) have volunteered to represent the nurses on the Group and will attend alternate meetings where possible. • There is a need to have another recruitment drive to ensure that we have a representative group. It was agreed that Janice would organise posters and write out to patients in an attempt to achieve this. It was also agreed that more variety in days of the week and times to meet may be beneficial although care must be taken not to create splinter groups. At the next meeting, the Group will review how many patient members the Group needs to be representative, taking into account expressions of interest received. • Steve suggested that patient members should have email addresses for all fellow members so that ideas could be circulated prior to a full meeting. Sharing of this information would need to be mutually agreed. This will be raised again when new members have been recruited. 	<p>Janice</p> <p>Janice</p>
<p>6. Plans for the year ahead</p>	
<p>The Group discussed ideas for areas that could be targeted to improve services. These included:</p> <ul style="list-style-type: none"> • Continuity of care via follow up appointments with the same clinician • Telephone system • Access via the 'doctor first' system - telephone call from a doctor before an appointment to reduce unnecessary face to face consultations • Introduction of clinics such as travel and obesity <p>It was agreed that, rather than use the patient survey format used in previous years for determining priority areas, the Group would look at anonymized complaints received. Susie will bring details to the next meeting.</p> <p>It was also agreed that patients' views should be sought by handing out slips when patients and carers come into the Practice asking for anonymous comments on ways their visit could have been improved.</p> <p>Trends will be identified and used as the basis for an action plan.</p>	<p>Susie</p> <p>Janice</p>

7. Any Other Business	
<ul style="list-style-type: none"> • Charlie suggested members of the Practice might find it interesting to visit Parliament. It is too short notice for this year but he will provide dates for next year nearer the time. • Charlie commented on seeing a doctor park in one of the designated disabled bays. Susie will feed this back. • Care.data – there is no further information available at the moment. A few surgeries will be involved in a trial in the autumn. Further information will be fed back when available. • NHS England – Tim asked if it was possible for PPGs to give feedback to NHS England on issues they felt were important. Susie thought this should be possible and will try to find out how this can be done. 	<p>Susie</p> <p>Susie</p>
8 Date of next meeting	
Wednesday 20 th August at 6pm.	