

**PORTER BROOK MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MINUTES**

Tuesday 11th September 2012 at 6pm

Present: Susie Uprichard Practice Manager & Business Partner
 Natalie Phillips Patient Services Manager
 Dr Kirsty Goddard GP
 Emma Apsa
 Hana Hussain
 Raza Hussain
 Charlie Khan
 Eileen Nelson
 Timothy Nelson

Apologies: Dr Gurjit Barn GP Partner
 Anne Baird Nurse Practitioner
 Leslie Green
 Craig King
 Clare Rushen

1. Apologies	Actions
Apologies were received with thanks.	
2. Minutes Of Last Meeting	
The minutes of the meeting held on 21 st June 2012 were accepted as an accurate record.	
3. Matters Arising	
<p>1). Health promotion/ education event – more specific areas to be included in the next patient survey.</p> <p>2). Privacy in the waiting room – Mr Khan suggested that the notice in reception may not be large enough and that perhaps it could be re-positioned. Reception report that the notice has made a big difference in the waiting room and patients are taking note of it. The team feel confident enough to ask patients to stand back when necessary.</p>	
4. Patient Survey 2012	
<p>There was a good response to the patient survey last year. Another survey will be carried out this year and the Group discussed areas of priority for inclusion.</p> <ul style="list-style-type: none"> - Health Promotion – Last year we asked patients whether they would be interested in attending a health education event at the practice. The group agreed to repeat this question incorporating different options as below. <ol style="list-style-type: none"> 1. Pain Control workshop – Could involve the community pain clinic, health trainer and information on acupuncture. This would also reach out to a broad sector of our patient community. 2. Paediatric/ basic life support – Lots of parents have expressed an interest in this and we could easily get someone in to help run it eg. St John's Ambulance. 	

<p>3. Managing minor illness in children – May help to reduce inappropriate A&E attendances and would prove particularly beneficial to new parents.</p> <p>4. Diet/ healthy eating/ specialist diet education.</p> <ul style="list-style-type: none"> - Experience during consultation for both doctors and nurses - As we did not cover this last year the Group felt that it would be appropriate to so this time. Should incorporate a free text field so that patients can elaborate on any particular positive/ negative experiences. - Medication – To ask whether clinicians discuss medication in enough detail during consultations i.e. How to take it, when you should take it etc. - Receptionists – Repeat question from last year about the helpfulness of the reception team. We may wish to give some examples e.g. Do they greet you well/ are they polite? - Late Arrivals – The practice still has an issue with patients arriving late for their appointments. The Group therefore decided that we should ask the patient population how late they feel is acceptable so that we can develop a ‘late attendance policy’ based on this. - Getting Through On the Telephone – Asked this last time but agreed to repeat on future surveys as deemed a key issue. - Access – The Group agreed to include questions on urgent and routine access, rewording the questions from last time as they were not so easy to interpret. We should also ask patients whether they are able to get an appointment more than 2 weekdays in advance with their preferred clinician. - Awareness of Extended Hours/ Website/ Online Repeat Prescription Ordering – Repeat this question to verify whether our advertising campaign had an impact. We may want to explore different avenues to publicise opening times etc. - General Satisfaction – Need to obtain a feel of general satisfaction as per last year, and include some free text elements so patients can include additional comments. - Demographic Questions – To be included again to ensure we have canvassed opinion from a representative mix of our patient population. <p>Natalie will devise a survey based on the above and then disseminate to Group members for approval prior to distribution.</p>	<p>Natalie</p>
<p>5. Practice News</p>	
<p>SystemOnline – The practice is launching Systmonline as of 1st October. This will provide a new way for patients to order repeat prescriptions online, cancel any outstanding appointments and update their address/ contact details. We are hoping that patients will be able to book appointments online in the new year.</p> <p>Student Health at SHU – The refurbishment is now complete. Staff will be</p>	

<p>moving back into City on Friday 14th October.</p> <p>Telephone Numbers – The telephone number for both sites has reverted back to a local rate number. Porter Brook – 0114 263 6100 Student Health – 0114 225 2134</p> <p>Results Issued Via Text Message – Little development with this.</p> <p>Flu Clinics – To be held in October for those patients who are eligible. Dates will be advertised shortly.</p> <p>Staff Movement – Diane, receptionist, is leaving the practice this week after 4 years working here. Recruitment will start in due course.</p>	
<p>6. Any Other Business</p>	
<p>1). Welcome Into Surgery It is felt that patients are not always able to hear their names being called out. Susie agreed to raise awareness about this at one of the in-house clinical meetings.</p> <p>2). Registrars Patients lack an understanding about the role of registrars. It was agreed that we should try and educate them more, as we are a training practice and the registrars bring many benefits.</p> <p>3). Retirement of Dr Jones & Dr Buchanan Mrs Nelson would like to acknowledge this in some way & feels that other patients would do too. It was suggested that a comments book could be left at reception for patients to leave their messages in. The PPG will also give them each a card. Susie will verify whether Tony/ Jo have any further thoughts.</p>	<p>Susie</p> <p>Dr Goddard</p> <p>Susie</p>
<p>7. Date & Time of the Next Meeting</p>	
<p>The next meeting will take place at 6pm on Thursday 25th October 2012.</p>	