

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

Tuesday 1st October 2013

Present: Susie Uprichard Practice Manager & Business Partner
 Janice Ellis Patient Services Manager
 Dr Gurjit Barn GP Partner
 Dr Kirsty Goddard GP Partner
 Hana Hussain
 Raza Hussain
 Charlie Khan
 Eileen Nelson
 Timothy Nelson
 Leslie Green
 Craig King
 Stephen Joseph
 Alicia Clarke

Apologies: Anne Baird Nurse Practitioner
 Emma Apsa

1. Apologies	Actions
<p>Apologies were received from Emma Apsa and Anne Baird with thanks.</p> <p>Susie reported that Natalie is no longer at Porter Brook and had been replaced in the Group by Janice. Everyone sent their good wishes to Natalie and welcomed Janice to the group.</p> <p>New members Alicia Clarke and Stephen Joseph were welcomed. It was agreed that as part of the induction, the Ground Rules and Terms of Reference for the Group would be circulated to all members, acting as a reminder for those of long standing.</p>	Janice
2. Minutes Of Last Meeting	
<p>The minutes of the meeting held on 18th April 2013 were accepted as an accurate record.</p>	
3. Matters Arising	
<p>Practice Leaflet – The practice leaflet and website now highlight the fact that we have a Comments and Suggestions book available in reception.</p> <p>Health Education Event – Chris Hanson, Community Health Manger at Shipshape has confirmed that he would be happy to run an event at Porter Brook. It was agreed that the forthcoming Patient Satisfaction Survey would ask for suggestions on the exact theme.</p> <p>Carers Event – A representative from the Carers in Sheffield Service is available to attend an event for carers at Porter Brook. Dr Barn suggested that rather than ask for expressions of interest, we should arrange a date and then publicise the event as widely as possible in the hope that we would also attract carers that we are unaware of.</p>	Janice

4. Plans for Next Patient Satisfaction Survey

The questions from the last survey were reviewed in conjunction with the summary of findings and action plan. It was agreed that, in general, it would be good to repeat questions from the last survey to check continuity of standards in areas that had shown positive feedback and progress in areas highlighted for improvement.

Changes to specific questions were suggested as follows:

Access – change ‘think about the last time’ to ‘in general, when you see’

Arriving for your appointment – We should keep the ‘How clean is the practice’ question as we now have a new cleaning company. We need to see if this has had any impact on the way patients see the practice.

It was thought that the question on late arrivals should be balanced with a question about patient waiting time. Since there are times when circumstances cause individual clinicians to run late, the wording should not be too specific – e.g. In general, are you satisfied with the length of time you wait to see a clinician?

During consultation - Although the plan from last year’s survey was to repeat the questions with a focus on obtaining specific feedback on individual GPs, this feedback is now part of each doctor’s appraisal. Neither Dr Goddard nor Dr Barn could see any advantage to having this information from a general survey. There is a comments box attached to this question where patients can, and did last year, make comments about individuals if they wished.

Practice Services – We should continue to promote our services and check if there has been any improvement on last year. It was suggested that we should include references to the services in the question. Dr Barn suggested we could promote the website via a poster displayed on the door when we are closed. Mr King suggested that, if it wasn’t already, it should be advertised on the waiting room TV.

Health Promotion – to be changed to ‘healthy living’ and get feedback on different options that Shipshape could provide. There should also be a suggestions box.

General Satisfaction - A question should be added at the end to ask how likely the patient was to recommend the practice to a family member or friend.

A draft survey will be produced and circulated to all group members for consideration before the next meeting. Members were asked to think of any other questions they would like to add.

Consideration was given to ways of getting the survey completed. Thought had been given to using a web based survey tool but since only 3 of last year’s 411 questionnaires were completed on line, it was thought this may not be suitable. Suggestions for publicising the questionnaire on the website included advertising on the back of prescriptions and putting a message on the phone answer system. Susie thought our distribution of questionnaires in the waiting room, especially if we had someone to help give them out and collect them in, worked very well last year.

Janice

<p>Members were asked to think of alternative ways of promoting the survey prior to the next meeting.</p>	
<p>7. Practice News</p>	
<p>Waiting Room TV – The TV in the waiting room was provided several years ago on the understanding that it showed health promotion and community advice as well as practice information. Whilst we as staff do not have time to watch what is being shown, we have received several complaints from patients regarding adverts. The practice is actively pursuing getting it removed and considering replacing it with something provided by one of our clinical suppliers which we would have full control over.</p> <p>Staff News – We currently have 4 registrars – Dr Sarah Clubb, Dr Patrick Conwill and Dr David Price who are new to the practice and Dr Raja Khan who has returned for a 2 month period.</p> <p>On line Appointment Booking should be available by the end of the year. The number of appointments to book in this way will be limited initially.</p>	
<p>8. Any Other Business</p>	
<p>Healthy Living and Exercise – Mr Khan has a number of CDs in different languages on this theme. He has offered to let the practice have these so that they can be loaned out to patients where appropriate.</p> <p>Health checks – Mr Nelson asked about the national programme of health checks for 40 to 70 year olds which are currently in the news. Susie confirmed that this is a 5 year programme. The practice had started calling people in over the summer and more would be done in due course.</p>	
<p>9. Date & Time of the Next Meeting</p>	
<p>Thursday 31st October at 6pm</p>	