

PORTER BROOK MEDICAL CENTRE

Patient Participation Group minutes

Tuesday 29th September 2015

Present: Robert Bragg, Jenny Bristow, Dineke de Jong, PJ Hughes, Tim Nelson, Joanna Robinson, Susie Uprichard (Business Partner), Dr Kirsty Goddard, Pippa Fitzsimmons (Practice Manager)

1. Apologies	Actions
Apologies were received from Sara J Smalley, Steve Joseph, Sam Bussey, Craig King and Charlie Khan	
2. Minutes from the last Meeting	
Minutes of the meeting held on 1 st July 2015 were accepted as an accurate record.	
3. Matters Arising	
Nil	
4. AGENDA	
Update on membership: some members of PPG have not attended for a while. The group decided it would be appropriate to contact them to confirm whether they still interested in being part of the group. A patient registered at SHU has shown interest in the group to be contacted	PF to email members PF to email
GP Patient Survey comparison: the group looked at the surgery's performance on GP Patient survey website. https://gp-patient.co.uk/practices/C88007 The main points from the survey for improvement were: not enough time given in consultation and being involved with decisions. The group thought it was hard to determine the results from the survey and suggested they were subjective and may not reflect reality. They also felt to improve patient experience it may require additional resources. To consider whether the surgery had demonstrated improvement previous surveys would be collated for comparison. Taking the results at face value, the surgery does appear to be performing high in majority of areas and this should be fed back to the teams as it is a reflection of their hard work, care and dedication as well as the areas of possible improvement.	PF Dr KG to feed back in clinical session
Prime Minister's Challenge Fund: Susie informed the group this is a pilot scheme across Sheffield to extend patient access out of hours. Referrals will be made by the GPs when a patient calls out of hours, they will have telephone triage and if necessary be referred to the 'hub' to be seen by a	

local GP.	
<p>PMS Contract: Susie Uprichard updated the group – there will be a significant cut in the budget from October 2015, however currently the Practice is not planning to cut services.</p> <p>This is happening to surgeries across the UK and projects such as 'Keeping Well' is working with bigger groups to bring services together so they can manage the cuts whilst giving a better patient experience. Susie to keep the group informed of any updates</p>	
<p>Practice Website: feedback from the group was that it is not always obvious where find things on the website, such as the PPG minutes. Agreed to look at this in more detail at the next meeting.</p>	
<p>Waiting room Media – the group will consider what they would like on the screen but initial thoughts and ideas were local group health walks, health promotion as well as opening hours, events such as flu clinics etc.</p>	
<p>AOB Touch Screen - confirmed this is sanitized as part of the daily cleaning schedule. Cleaning audits are performed every 6 weeks for the whole practice.</p>	
<p>Next meeting: Thursday 12 November at 6 pm in the Meeting Room</p>	