

## PORTER BROOK MEDICAL CENTRE

### Patient Participation Group minutes

Thursday 7<sup>th</sup> May 2015

Present : Robert Bragg, Jenny Bristow, Sam Bussey, Dineke de Jong, PJ Hughes, Raza Hussain, Tim Nelson, Susie Uprichard (Business Partner), Dr Kirsty Goddard, Dr Gurjit Barn and Pippa Fitzsimmons (Practice Manager)

<b>1. Apologies</b>	<b>Actions</b>
Apologies were received from Sarah Jane Smalley, Joanna Robinson, Steve Joseph and Shirley Theasby	
<b>2. Minutes from the last Meeting</b>	
Minutes of the meeting held on 12 February 2015 were accepted as an accurate record.	
<b>3. Matters Arising</b>	
End of Year report has been submitted to NHS England – we await feedback.	
<b>4. Introductions</b>	
The group welcomed Pippa Fitzsimmons, new Practice Manager at Porter Brook Medical Centre. There was a general discussion with members about why they joined the Patient Participation Group and the aims.	
<b>5. Review of Membership</b>	
<p>The group currently has 13 patient members, but full attendance is not always achieved. All agreed that membership should be extended to recruit 2 more members, in particular from the student population as this group is under represented. Previous attempts have not been very successful therefore different ways to recruit from this group were discussed. 2<sup>nd</sup> year students could to be targeted, particularly if studying a health related subject as this could be beneficial to career prospects. Agreed to develop at poster and email shot to capture any 2<sup>nd</sup> year students interested in joining the group.</p> <p>Vice Chair Jenny Bristow also volunteered to meet any potential members prior to joining to give them an opportunity to discuss the issues and the group.</p>	<p>Pippa</p> <p>Jenny</p>
<b>6. Purpose of the Group</b>	
<p>The group felt the purpose is to identify issues together with Porter Brook staff to find ways forward – dealing with core issues such as waiting times and access and how to improve this. Susie Uprichard informed the group that nationally Porter Brook has good access, however this may alter with the forthcoming changes to primary care.</p> <p>The challenge for the surgery will be to continue to have good access and for patients to recognise when it is appropriate to visit the surgery. To support this, online health advice such as ‘Help Yourself’ (<a href="http://webgp.com/">http://webgp.com/</a>) website may become available later in the year through the Prime Ministers Challenge fund (<a href="http://www.england.nhs.uk/ourwork/qual-clin-lead/calltoaction/pm-ext-access/">http://www.england.nhs.uk/ourwork/qual-clin-lead/calltoaction/pm-ext-access/</a>).</p> <p>The group were very interested in this and suggested a demo of the site (and any similar developments) prior it being promoted in the waiting room.</p> <p>The group were asked ‘<i>what adds value to the patient experience</i>’ they cited core areas such as medical advice and good access, but also commented that for patients with ongoing conditions perhaps a video link or email could be considered as an alternative</p>	

<p>to frequently visiting the surgery. Although this may be convenient for the patient it has to be balanced against the GPs workload, in particular consultations may also deal with social issues. The Practice does have access to psychological services with IAPT workers offering several sessions per week, however there is a waiting list for these services.</p> <p>Generally the group agreed that more information about services available would be helpful, however it was suggested that too much information has the 'Buckaroo effect' of being overloaded, therefore it needs to be selective.</p> <p><i>Next steps ...</i></p> <p>Review National GP Patient Survey at the next meeting so we can compare Porter Brook's stats to other surgeries (<a href="https://gp-patient.co.uk/practices/C88007">https://gp-patient.co.uk/practices/C88007</a>) at which stage we may consider carrying out a further patient survey to see if there has been an improvement.</p> <p>The group members were asked to let Pippa have any ideas for service improvement as they thought of them so that she could add them to the agenda for the next meeting.</p>	<p>Pippa</p> <p>All</p>
<p><b>7. AOB</b></p>	
<p>Nil</p>	
<p><b>8. Next meeting</b></p>	
<p>Wednesday 1<sup>st</sup> July 2015 at 6 pm in the Meeting Room</p>	