

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

Thursday 21st June at 6pm

Present: Susie Uprichard Practice Manager & Business Partner
 Natalie Phillips Patient Services Manager
 Dr Gurjit Barn GP Partner
 Dr Miriam Alzouebi GP Registrar
 Emma Apsa
 Leslie Green
 Raza Hussain
 Charlie Khan
 Craig King
 Timothy Nelson
 Clare Rushen

Apologies: Dr Kirsty Goddard
 Anne Baird
 Hana Hussain
 Eileen Nelson

1. Introductions & Apologies	Actions
The Group welcomed Charlie Khan and Dr Miriam Alzouebi to the meeting. Apologies were received with thanks.	
2. Minutes Of Last Meeting	
The minutes of the meeting held on 29 th March 2012 were accepted as an accurate record.	
3. Matters Arising	
Mr King reported that he has found the SMS text messaging service for appointment reminders beneficial.	
4. Patient Survey – Update On Actions	
<p>Natalie updated on actions undertaken from the patient survey:</p> <p>PPG Notice board – Has now been installed in the waiting area.</p> <p>Online Appointment Booking – Adam is conducting further investigations. Consideration needs to be given as to how access can be restricted between the two sites. It may be wise to trial cancelling appointments online first.</p> <p>Training with Reception Staff – Ongoing</p> <p>Confidentiality on Reception – A poster has been displayed on the reception desk asking patients to stand back. The flooring in reception is due to be replaced – when this is carried out we will ask for a queuing line to be incorporated.</p> <p>Appointment Lengths – The standard length of time for an appointment & ability to book a double slot has been communicated via website/ posters in the waiting area, TV, practice leaflet and newsletter.</p>	<p style="text-align: center;">Adam</p> <p style="text-align: center;">Natalie/ Janice</p>

<p>Opening Times & Extended Hours – Now being advertised on the back of appointment cards. Posters have been installed on both entrance doors.</p> <p>Online Repeat Prescription Ordering – Being advertised on prescriptions and recall letters.</p> <p>Educational/ Health Promotion Event – Still to organise.</p>	<p>Gurjit/ Kirsty/ Natalie</p>
<p>5. Direction of the Group – Aims & Objectives</p>	
<p>Susie emphasized that the PPG should develop to become largely patient led. Another patient survey will be carried out at the end of the year. The Group were asked to consider priority areas for development and what questions we should be asking our patient population. Some questions in the last survey would be repeated.</p> <p>Mr Khan suggested that we should endeavour to reach out to a wider diverse population on the next survey (such as different groups in the community). He also recommended that the questions should be simplified.</p> <p>Clare suggested that we could use work experience students to help us conduct the survey as they could hone their interviewing skills. She also advised that we should keep an element of free text in the survey.</p>	<p>Group</p>
<p>6. Practice News</p>	
<p>Clinical Appointments – Dr Tony Jones and Dr Jo Buchanan will be retiring in December and March respectively. A Partnership has been offered to one of the existing GPs and the practice has begun advertising for 2 more Salaried GPs. This will result in extra doctor provision and should help access.</p> <p>Nurses – Nurse Katie has fitted in very well and will commence the prescribing course in September. Nurse Amanda is coming to the end of her prescribing course.</p> <p>Branch Site – Student Health at SHU is currently undergoing a major refurbishment and extension.</p> <p>Telephone Number – The telephone number for Porter Brook is going to revert back to a 0114 number. Some mobile phone providers charge customers more to ring 0845 numbers. NHS call charge regulations stipulate that a call should not cost more than the geographical rate & hence the telephone number at Porter Brook is going to change. We aim to start publicising the new number in July.</p> <p>Waiting Room – The carpeting is going to be replaced with washable flooring.</p> <p>Treatment Room – The refurbishment is complete. Sue is delighted with her new room.</p> <p>24 Hour BP Monitoring – The practice is in the process of purchasing 2 new machines which allow blood pressure to be monitored over a 24 hour period at home. They will assist clinicians with diagnosis and treatment.</p>	

<p>Text Messaging – Consideration is being given as to whether the SMS service can be used to help deliver test results (as a means of reducing the cost of postage). This project is currently in consultation with the lead GP. Any proposals will be discussed with the Group prior to role out. Craig reported that he found our dedicated results line useful.</p>	
<p>7. Primary Care Update</p>	
<p>Susie gave a brief update of developments in Primary care.</p> <ul style="list-style-type: none"> - Porter Brook is part of Sheffield West consortium (responsible for delivery of primary care services in the west of the city). - All practices are signed up to the Commissioning Group. - The National Commissioning board will manage GP contracts. - The PCT will no longer exist from April 2013. 	
<p>8. Any Other Business</p>	
<ol style="list-style-type: none"> 1. Charlie Khan would like the Practice to become more involved with women's health issues (such as migraine and body pain). This feedback was acknowledged. 	
<p>9. Date & Time Of The Next Meeting</p>	
<p>The next meeting will take place at 6pm on Thursday 9th August 2012.</p>	