

Patient Participation Group

Meeting held on Wednesday 17th January 2018
1.30pm Orchard Medical Practice Meeting Room

Present:

Keith	Chairman	John	Patient
Ian	Patient	John	Patient
Jean	Patient	Ann	Patient
Phil	Patient	Valerie	Patient
Michael	Patient	Marion	Patient
Dr W Freeman	GP	Sue	Patient
Sue	Patient (Asst. Treasurer)	Rebecca Tate	Practice Manager

Apologies:

Laurence	Vice Chairman	Christine	Patient
Gloria	Patient (Treasurer)	Anne	Patient
Elizabeth	Patient		
Adele	Patient		

1. Opening Remarks –

- 1.1. Keith welcomed those attending also the two new members.

2. Minutes of the Previous Meeting

- 2.1. The minutes of the meeting held on 23 October 2017 were accepted as correct, apart from 2 amendments:
 - 2.1.1. Valerie attended the meeting.

3. Matters Arising (not covered elsewhere)

- 3.1. PPG Terms of Reference – Changes to Terms of Reference were discussed and amendments agreed. Keith to forward to Rebecca changes to be made for updating

Action: Chair and Rebecca.

- 3.2. Doctors Running late – It was brought to the attention of the group by a member with regard to one of our GPs running late with her appointments and the issue with communicating this to patients who are waiting. Dr Freeman acknowledges the above face, and suggested changes to appointment times/consultation style

Action: Dr Freeman to feedback to the individual doctor

3.3 Music in waiting area – It was suggested the music in the waiting areas offered more variety and less pop music, it was also thought to be loud at times

Action: Rebecca to feed this back to Reception Supervisor

3.4 Minute taker – Keith asked anyone again within the group whether they would be happy to minute the meetings. Anne, one of the new members possibly volunteered to do minutes in future given her past experience with minute taking in a previous role. For this meeting the practice manager would take the minutes.

4. Patient Engagement –

4.1 Ways of communicating with patients to encourage patients to join the Patient Participation Group were discussed ideas were – to have a leaflet holder next to the check-in screens with brightly coloured paper in/ Design an A5 card for clinicians to give information out when consulting/display coloured notices up in the waiting areas/projector screens. Ian brought to the table a question and answer leaflet for inclusion in publicity materials. It was thought the A5 flyer would be a good idea as this was a handy size to pick up. This had also proven quite successful last time.

4.2 Virtual Group – After emailing the virtual group there were 6 patients wishing to be still part of the group. It was discussed whether this should also be promoted more.

5. Pre-Diabetes Awareness Event –

5.1 This was discussed regarding a future pre-diabetes awareness event a future dates to be set.

Action: Chair to put on next meeting agenda

6. Patient Behaviour Towards Staff

6.1 It was discussed how the group could help with staff who were repeatedly receiving verbal abuse from patients and this had definitely been on the rise recently

The group suggested to put a notice on the website and to have a bigger screen on the reception desk to inform patients that abusive behaviour will not be tolerated and may lead to removal from the practice list.

The practice had increased the amount of letters sent to patients who abuse the sign.

Action: Rebecca to update the website and ensure a bigger sign on front reception desk

6.1. Patient Behaviour Towards Staff – sadly Rebecca advised PPG that there was growing antagonism by some patients towards customer-facing non-clinical staff which was proving upsetting and disruptive. Unanimously, PPG were supportive of all staff and asked that colleagues were made aware of this. It was felt that this should be an agenda item for our next meeting (January 2018).

Action: Chair and Rebecca.

7. Use of PPG Funds

7.1. It was discussed whether to use current PPG Funds for the purchase of 24hr blood pressure monitors for use by our patients. It was suggested to obtain quotes for prices

Action: Rebecca to obtain quotes

8. Practice Update

8.1 Rebecca informed the group we currently had three registrars until April 18. Dr Wagstaff had become a Partner of the practice on 1st January 2018 following the departure of Dr Mountcastle.

8.2 Wifi had been installed for patients with posters put up in the waiting areas.

8.3 Rebecca discussed with the group the A&E data, how there had been a big fall in A&E attendances since January 2016. This is due to the streamlining of the combined A&E & PC24 desk as well as primary care extended access services. Rebecca also discussed with the group how many GP appointments had been filled as well as telephone triage slots, how this had helped get through numbers of calls first thing in the morning. Members agreed the triage system was helpful in a morning.

9. Date of next Meeting: Wednesday 19 February 2018 at 6.30pm