Abbey Medical Centre Patient Participation Group Minutes for March 10, 2016

Present: Dr David Cavanagh, Gerry Coppell, Irene Goode, Chris Barnatt, Christine Tyldesley, Janet Clarke, Sue McNab, Thelma Hembury, Debs Smith.

Apologies for absence: David Cameron, Joy Stevenson. Late apologies from Richard Hepple.

In the absence of Richard, Gerry, vice-chair, chaired the meeting.

Minutes of the last meeting: Agreed

Matters arising: The surgery now has a white board next to the self check-in screen telling patients which GPs are running late and by how much. Receptionists inform patients who go to the desk to check in. Automatic entrance doors are still being investigated.

Re the children’s corner, we are still waiting for an estimate on a gate etc. Sue will chase up.

We passed the latest Mystery Shopper Survey and have tweaked the system to make appointments available at least three days ahead.

Golden Years: Gerry wondered if we can continue these sessions after the current ones finish. She thinks she may be able to get funding for them to continue. Dr Cavanagh said the sessions were good for patient involvement.

Update of NWCCG patient survey: We have received no report as yet. (Received and circulated 14.4.16)

Confidentiality statements: Debs held a confidentiality/information governance update session with staff recently. When people come in to the surgery to do work they are asked to sign a confidentiality statement. All staff and attached staff sign a Confidentiality Statement on joining the practice and Debs felt it was good practice if PPG members signed the statement as well as they spend time at the practice “behind the scenes” where patient identifiable information is viewable. She hoped PPG members would not be offended. All members present agreed to sign and others will be asked also to sign.

Meeting without staff: It is part of the PPG constitution that at least one meeting each year is held without surgery staff present. Although members have not felt there are subjects they could not raise in open meetings with staff present, in order to follow protocol there will be a session of reserved business at the end of the next meeting when staff will  be asked to leave.

Any other business: Re NHS PPG Action Plan for surgeries: Debs said that even though we don’t have to submit an action plan as such this year, we still have to identify issues which have arisen as a result of surveys/meetings/patient comments etc. No practices have received any further specific information about what is required. If we do have to present a plan, we will focus on our Golden Years project.

Sue has been asked by the Nottingham West Clinical Commissioning Group if we have any positive outcomes from remarks on the Friends and Family test and we are to report that the waiting times white board was as a result on comments made by patients on the F and F test.  We are also putting up notices in black ink on yellow paper as a result of a comment by a patient’s relative. This is felt to be easier to read.

Debs asked PPG members to support the surgery on March 16 when the CQC visit was due.

Date of next meeting: Wednesday, May 4, 6.30pm at the surgery