

# FARNHAM ROAD PRACTICE PATIENT PARTICIPATION GROUP MEETING

Wednesday 15<sup>th</sup> July 2015 – 18.00pm

**Present:** Jean Beckett, Geoff Warner, Ali Moosajee, Julia Hemphill, Gloria Bampton, Janet Newton, Christine Reid, Erica Kibble, Lorna Gittens, Margaret Thorn, Anne Roberts, Dr Chris Morris, Dr Jas Deoray, Gary Edwards, Sue Lyall, Sonia Santinho

**Chair:** Margaret Thorne

## 1. Minutes of Previous Meeting

- There are signs regarding the Lift around the building however there is one at the bottom of the stairs in the waiting room which is on the wrong side. Also, Erica would like a sign with an arrow just saying LIFT and the direction of it. Gary suggested using the blue boards where the GP names are.
- The poster with the weekend opening hours which was under the board in reception is no longer there. Sue will look into this.
- They would like a PPG board at Weekes Drive. Erica, Julie and Jean are happy to work together on this.
- Christine mentioned that the Healthwatch bi-monthly meetings have not been set up yet.
- Julie mentioned that patients should be told when a GP or Nurse is running late. Sue said that this has been addressed and there is a board at both sites which is updated when a clinician is running late.

## 2. Reception Abuse

Sue mentioned that Reception are frontline and receive a lot of abuse and threats from patients and we would like the PPG's advice on how you would like us to deal with these patients after the incident. Following discussion within the group it was decided that we are a zero tolerance Practice and we should not have to tolerate abuse or threats. The PPG agreed that each case should be investigated due to certain medical conditions but if there is no valid reason then one strike and the patient is out. The PPG will also support this by placing a poster regarding Zero Tolerance on the PPG board saying that they wholeheartedly agree with the decision of 'one strike and you are out'.

It was agreed that in general reception deal with these situations very well, however they should not have to tolerate such behaviour.

## 3. Patient Access Terminals

Gary explained that we have been earned some money from the CCG through the Medicines Optimisation Scheme. We have been awarded £4,500 which we can put towards improving patient access. After discussing this topic it was agreed that these terminal would help with reduced queues, easier flow of reception and possibly reduce the abuse reception get. PPG are happy for the practice to put this money towards the cost of one terminal for each site.

### AOB

Jas agreed to invite Della Moran, Office Manager at Weekes Drive to one of these PPG meetings to understand how Weekes Drive works.

### Next PPG Meetings:

6<sup>th</sup> October 2015 at 2pm – Farnham Road Surgery

9<sup>th</sup> December 2015 – Postponed due to STEPS

16<sup>th</sup> December 2015 at 2pm – Farnham Road Surgery