

PATIENT PARTICIPATION GROUP

MEETING THURSDAY 21/06/2018 12PM.

ATTENDEES :

CHAIRPERSON.....NATASHA BROWN (PRACTICE MANAGER)

MINUTES TAKER.....MELANIE LOCKWOOD OFFICE MANAGER)

PATIENTS.....ROZEENA YASIN

WENDY WARREN

SAGHIR AHMED

APPOLOGIES.....J.L

M. I. L

- **WELCOME AND INTRODUCTION**

- **G.D.P.R**

We discussed info regarding confidentiality and data protection for patients. Information governance was explained. If more info was needed, we have every bit of information at reception.

- **PHONE RECORDINGS....**

M.L informed the group that she was in the process of possibly having the phone system changed to recording all calls for training and monitoring purposes. This was positively accepted by the group and would be an advantage to the practice for the safety of patients and staff alike.

- **THE NEW PREMISES....**

We are now in a fit for purpose building. Patients have commented on how different it is to visit compared to the old premises. N.B asked if patients would benefit from any additional services at the new premises. The following were mentioned....audiology, pain management, contraception services, physio/MSK, podiatry. We can look into these services and depending if the demand is there we can definitely arrange with the relevant persons to action this. M.L to start research.

- **ACCESS....**

N.B asked if patients knew about online access. R.Y offered her services to spend time in the waiting area for maybe an hour one morning per week to chat with patients regarding how to access etc. We think this is a good idea and that it may break down some barriers for patients who are non- English speakers. R.Y is happy to spend some time with patients while they are waiting to obtain feedback about our services. R.Y will bring these to the next meeting.

- **NHS CHOICES WEBSITE....**

N.B asked that patients at the group promote this service and asked that they also go onto the site to fill in a friends and family questionnaire. Once again R.Y will speak to patients in the waiting area to promote this service.

- **CQC...(CARE QUALITY COMMISSION)**

This is a regulated body which is well led and managed. We are now fully registered as the new practice cook lane surgery. The group were informed that the PPG participants would be asked to attend a CQC visit. All were happy and agreed to attend. Pending inspection. Dates TBC

- **NHS 70TH BIRTHDAY CELEBRATIONS 05/07/2018....**

N.B discussed that we should arrange some kind of tea party on that date to celebrate the event. W.W and R.Y are happy to come to surgery that morning and help with a coffee morning. Selling teas, coffees, cakes, buns etc. All charity proceeds will go to a charity listed on the NHS choices website. M.L to arrange with W.W and R.Y w/c 02/07 to get things going.

- **A.O.B.?....**

R.Y did mention that patients in the waiting area were complaining about the waiting times to see the clinician once they had arrived for their appointment. This was discussed and M.L informed the group that sometimes it is out of our control as 1 patient may need 20 minutes to be seen, 1 may need 5 minutes and some may be the 10 minutes that is allocated. R.Y, S.A and W.W all agreed it would be beneficial if we used our message board to inform patients of the waiting times or for a receptionist to tell patients when they arrive that the clinician is running late. This way, the patient can decide whether to go and come back or wait or re book? M.L will address this with members of the team.

- **CLOSE AND ARRANGE NEXT MEETING....**

N.B asked how frequent we should have these meetings. All the group agreed 2 per year, and if any urgent issues then we would arrange them adhoc as needed. M.L to arrange next meeting in 6 months (Dec) all happy with this. N.B gained consent

from all attendees to have their name posted to our website for the purpose of the minutes of our meeting. All agreed. J. L. and M. I. L. were not present to agree to this, hence only initials used.