

**Minutes of the PPG meeting held on Wednesday 15<sup>th</sup> May 2019**

**at the Orchard Medical Practice 1.30-2.30pm**

**Attendees**

Laurence (Chair), Rebecca (Practice Manager), Dr. Freeman, Sue H & Marion T (Minute Secretary), Emily E ( Staff member), John P, John R, Sue O, Phil S, Ann S,

Gisselle C (new member)

**Apologies**

Adele S, Jean H, E. Roughton, Gloria, Mike H, Val, Ian F,

**1. Opening Remarks and Introductions**

Laurence welcomed us, & thanked Dr Freeman for attending and his time to attend. The meeting opened at 1.30pm.

**2. Appoint a Minute Secretary**

Sue H and Marion T are to take on the role of secretary at the meetings.

**3. Minutes of the previous meeting.**

These were agreed by all.

**4. Matters arising not on the agenda.**

None.

**5. Appointing a new Chair.**

It was agreed that the role of Chair be deferred until the June meeting. A member of the PPG asked the question about the role of the Chair. Rebecca is to send out an outline description defining the role of the Chair and also what could be expected within the role.

**6. Practice Managers Report.**

Parking had been a particular problem last week as the usual parking for staff had been unavailable last week and continues to be unavailable until 9 am each morning which staff will then move their cars over. Rebecca had spoken to estates to see if staff could park in the staff parking in the grounds of the hospital, a response is awaited and a cost to the member of staff/practice would probably be inevitable.

John P enquired around the possibility of removing the red car park barrier on exit from the car park, but it was felt that it might be needed in the future to deter rogue parking/bad weather etc.

Rebecca also read out some feedback from a patient regarding the queuing system for ringing in to the practice. The patient had tried calling but had been cut off and they were unable to get through so she came down to the practice. It was explained the first 20 callers are held in a queue, the 21<sup>st</sup> person is given the 'we cannot take your call please try again later' message. This was discussed by the group and members felt they would rather know where they are in the queue so it was agreed to trial an increase in queue number to 25 with a view to extend if needed. Also the message was also to be looked at if it was possible to advise patients what to do if you were caller number 26 in the queue, ie to ring NHS 111 for advice.

Action: Rebecca to contact health informatics to change the above. **Update 17.05.19 – this has now been actioned to 25 in the queue as well as a message to the 26<sup>th</sup> caller to either try again later or phone NHS 111 for advice.**

Rebecca also reported a patient was unhappy with the disabled bay pavement lip, it was felt there wasn't a seamless transition getting a wheelchair on and off the lip of the pavement. This was reported to Skanska who came out to the car park to take a look. They confirmed the pavement lip was within DDA regulations. Skanska had kindly obliged the request further by laying a strip of concrete on one of the edges of the car park to enable a more smooth transition.

## **7. Patient Survey.**

Rebecca passed to members a patient survey form for them to look at. Members thought this was a good idea and supported this by volunteering to come in to the practice to hand out surveys. The survey was derived from the lower areas of last year's National Survey and points around the telephone system and appointments in general. This is to be started from 16<sup>th</sup> May for a couple of months. All PPG members to wear their PPG badge (available from reception) and to have signed the confidentiality form if they haven't done already.

## **8. Plans for 2019.**

Laurence suggested that we all think of Health Awareness issues that are relevant to this practice and which run alongside national awareness weeks, the group could then organise an event once a month and advertised in advance. Lesley Watkins from Mansfield Community & Voluntary Service, was then to be contacted when we have a list of events per month to see if she could provide promotional material to support these events. It was also suggested by John R to contact Julie Andrews from Mansfield CCG for information on support events.

Integrated Care was suggested as one option to gather further information on to see how the wider community could help with this.

Laurence thanked all those present.

The meeting closed at 2.35pm.

Date of the next meeting .... To be confirmed