**Highcroft Surgery**

**Patients’ Participation Group**

**Minutes of the meeting held on Wednesday 21 September 2016**

**Present:** Christine Foster (Chair), David Taylor, Jacqui Anthony, Michael Anthony, Bernadette Cocking, Ted Cocking, Peter Pelling, Arnold Harris.

Matt Doig (Practice Manager) represented the Practice.

**1.** The Chair welcomed everyone to the meeting. She said that the PPG and the Practice are working together making our meetings a pleasure.

**2. Apologies**: Dr. Joblin, Jo Croft (Staff), Anne Elphick.

**3. Minutes of the Last Meeting held on Wednesday 20 July:**

These were approved as a true record of the meeting.

**4. Matters Arising:**

The meeting was informed of adverse comments about the Practice to be found on an online site called ‘Streetlife’. It was agreed to discuss issues later in the meeting under agenda item 8. It was pointed out that comments about the Practice could be recorded in NHS Choices.

**5. Chair’s Report**

5**.**1The C.C.G People’s Council registered a vote of no confidence in its Chair Person because of the appointment procedure. Proceedings of the People’s Council were dominated by NHS representatives and there were no terms of reference. The Committee was suspended while matters were resolved.

5.2 The meeting was informed of progress on the Patients for Patients’ Information file. The meeting considered the proforma. The following points were advanced;

* Information should be straightforward and clearly expressed
* Could there be too much information?
* Key items should be highlighted- what really matters regarding the Practice
* A plea to avoid abbreviations and mnemonics
* A desire for staff photographs
* A requirement to emphasise patients’ needs.

5.3 The merger of the Nottingham University Hospital Trust with the Sherwood Hospital is due on September 27th. The N.U.H. will lead the group but progress has been delayed because of the difference in governing status as Sherwood is a Foundation Hospital and N.U.H. is a Trust.

5.4 PPG Networking and Celebration is being held on 13 October at the Trent Vineyard Conference Centre. There is an opportunity for a representative to accompany the Chair.

5.5/5.6 Survey/Cake Stall at the Saturday ‘Flu Clinic. It will not be possible to have these this year as many Committee members are unavailable.

5.7 The Chair noted the improved noticeboard and thanked J.T. for his work.

5.8 Other Matters raised;

* The chair expressed a desire to see the Practice acquire Weighing Scales
* The Practice manager was offered congratulations for the further improvements to the telephone system. However some Virgin Media phones cannot get through. Further improvements are anticipated in October.
* There are problems for those who need to start work early and cannot access the phone booking service. Can people be made aware that booking commences at 8 a.m. The meeting was advised that some early appointments are offered.
* Members received copies of an aide to get the most out of an appointment with the doctor. The meeting expressed gratitude to Dr. Alurwar for providing this.
* Again the use of abbreviation were questioned as in the case of A.N.P.

**6. Meeting Accessibility**

This must be considered in terms of the time of the meeting and the need for younger representatives of the patient population. There is a requirement for the profile of the PPG membership to reflect the profile of the patient body. Is it possible to put this on the Practice web site? Facebook and other forms of social media were thought to be unwise publicity agents. The matter to be forwarded to the next meeting agenda.

**7. The Practice Report**

7.1 You said….. We did…

* The Jayex board has been slowed down
* The newsletter reflects PPG concerns
* Phones cf. Item 5.8.

7.2 Procedures for making complaints- Is there information about methods of so doing?

7.3 The Practice Manager distributed updated copies of the Practice Action Plan to meet CQC standards.

7.4 To further contacts between the Practice and Care Homes, could a representative of the Care Homes be invited to attend PPG meetings?

**8. Members’ Feedback**

Complaints:-

* Some patients making insurance claims complain of charges and delays in the production of reports. This is not an NHS matter/requirement and could not therefore be a priority or freely done.
* Clinical complaints- these have not been found to be related to this Practice.
* There have been some objections to references of weight excess!
* Complaints regarding alleged rudeness on the part of receptionists should be directed to the Practice Manager.
* There have also been complaints about receptionists enquiring about patient symptoms. These enquiries are often necessary to connect patients with the correct service e.g. nurse or doctor.
* The Chair on behalf of the PPG asked if it would be possible to receive information regarding complaints, not specific details but information such as tracking progress, current status and resolution.
* It was observed that complaints are not always resolved and that it is sometimes not clear if the patient is making a complaint or a comment.
* There are complaints about waiting time for appointments in the surgery. It is not always easy to provide answers for this situation. The chair has made available ‘A day in the life of a doctor’ which may help to shed light on the problem.

**9. Date of next meeting**

**Wednesday 26 October 2016 at 5.30 p.m.**