**Highcroft Surgery Patients Participation Group**

**Minutes of Meeting 11th December 2013**

**Present**: In the Chair: Chris Foster

**Patients**: David Parkin, Brenda Chambers, Peter Pelling, two guests: Ted & Bernadette Cocking.

**Staff**: Jo Croft, Paula Watts

**Apologies**: Ruth has resigned

**Minutes of the last meeting**: proposed as a true record by Brenda and seconded by Dave

**Matters** **arising**:

* Check in screen still giving problems. This impacts on the length of queue for patients and their frustration can affect how they speak to staff. (Length of response time could be delay rather than system error: a ‘system queueing’ situation as priority is given to Receptionists’ terminals.) Paula explained that the system in the new building will be very different and that money cannot be spent rectifying this temporary system.
* Members of PPG assisted with directing Patients since main stairs are out of action.
* Chair observed that sign at doorway was too wordy to be helpful as a notice.
* Phlebotomy still causing a lengthy queue at reception due to poor signage and patients not recognising the term. In the new booking system patients will ring a separate (but rather similar number) to book appointments.

**Practice Report:**

* One new salaried doctor started in December and Dr Bajek to return as a salaried doctor.
* Building work progressing satisfactorily, due to be handed over mid Feb but Paula thinks it will be about a week late and it will take the Practice two weeks to move in and be up and running.
* Looking at ways to free up more Doctors time with Triage system and possibility of consultation with the doctor over the phone for some cases.
* Reception staff now more aware of confidentiality
* Paula stated that there were quite a few DNAs costing money and depriving others of appointments, looking at putting notice up and displaying info on JX board

**Highcroft Patient Survey:**

The PPG was consulted about the draft Patient Survey for 2013/14. It was also discussed if the survey would meet the Practice needs re. CQC inspection

**The following improvements** **were suggested:**

1. To reduce wordiness and complexity of sentences.
2. To have a more consistent format that offers tick boxes and space for further comment.
3. To increase the percentage of completed questionnaires.

.

It was suggested that:

* PPG will simply support staff this year since it must be collated by March 14
* the PPG members be involved in giving out the questionnaires and offering to assist patients in completing them.
* in future years, the PPG will work towards taking ownership of the Patient Survey and providing information for the Practice.
* although this questionnaire was informed by other local practice, a wider perspective might be sought.

**Members Feedback:**

Members who have been to the surgery recently said how friendly and helpful reception staff were.

Chris attended Stenhouse PPG meeting and reported one of the main concerns was continuity of care as it is with us (This should improve now with more doctors available.)

Brenda attended The Peoples Council and reported GPs agreed to improve services to patients.

In the old surgery, there was a Suggestions Box. This was thought not to be a useful title as no suggestions were offered. It would be better to have a Concerns & Compliments Box, which is brightly coloured and noticeable.

In the new building there will be a PPG noticeboard to display minutes and have a ‘You said; we did ……’ section to show the responsiveness of the Practice to patient feedback. (This will also be a standard element on the PPG agenda.)

It was noted that there was no rubbish bin in reception area.

We need to identify strategies to:

* involve more young people
* gain a balanced picture of the service that is not unfairly focussed on the negative feedback.

Date of next meeting: 8th January 5.30- 7.30 pm