Abbey Medical Centre Patient Participation Group

 Minutes of annual general meeting held on January 11 2016 at 6.30pm

**Present:** Thelma Hembury, Irene Goode, Jean Reid, Sue McNab, Richard Hepple, Chris Barnatt, Georgie Taylor, Dr Nick Browne, Debs Smith

**Apologies for absence:** Joy Stevenson, Gerry Coppell, Jean Yarnell, Eileen Grant, Janet Clarke and Christine Tyldesley

Two new members, Chris Barnatt and Georgie Taylor, were welcomed and present members introduced themselves.

**Minutes of the last meeting:** Agreed

**Matters arising:** The PPG had written to Broxtowe Borough Council to request they think again about the closure of all public lavatories and they are doing so. Via the Patient Reference group, we had also lobbied for new dementia bungalows at Bexhill Court on Central Avenue and this plan has been put forward again and was recommended for approval.

Re the Nottingham West Patient Survey, Debs said we need to complete 200 surveys, which was about half of the number we did last year, based on 4% of our patient number.

Re Warfarin testing machines, Dr Browne said we do not have one in the surgery. He said there were concerns about the accuracy of ones where patients test themselves and added that new drugs are being introduced which will mean patients do not have to have blood tests.

**Election of officers:** Sue explained that our previous chair David Cameron had resigned due to other commitments and asked if anyone would like to take over. Since there were no takers, Debs suggested the chairmanship should be rotated among members at each meeting and this was agreed. Sue was happy to remain as secretary and this was agreed. Gerry was, in her absence, re-elected as vice- chair.

**PRG report:** Abbey representatives Sue and Richard explained to the new members what happens at the Patient Reference Group. Richard said there had been a recent development day at which we learned more about what a difficult position the Clinical Commissioning Groups are in financially.

**Dignity and Respect Survey:** Debs apologised for the delay in reporting on the results of the survey , due to finding time to discuss them with staff and doctors. A few hundred questionnaires were handed out, asking patients how they feel they are treated in the surgery. The results were really positive, speaking mostly of a nice, friendly atmosphere. Debs said surveys give an overview of the practice and contain some pretty positive comments.

Areas where we could improve: Four people mentioned the entrance doors being too heavy and difficult for people with mobility problems. The surgery has in the past sought funding for automatic doors, which are expensive, without success, but will look at this again.

One person did not like the screen in the surgery on which the name of the next patient appears, suggesting it took away privacy. New member Chris suggested there might be data protection issues. Dr Browne and Debs said the surgery would be happy to speak privately to call patients worried about having their name on screen. Debs said she would draw up a written policy for staff to act upon if people say they do not want their names on screen.

Opening times: Some people in the questionnaire asked for the surgery to be open at weekends and in the early morning. Debs said she and the partners in the surgery were due to meet to look at possibly staggering surgery hours over lunchtimes etc.

Air conditioning: Some patients said how warm it is in the waiting room and Debs said she would be looking into the possibility of opening some of the roof light windows to let more air circulate.

Children’s area too dull: Debs said the recent fund-raising was to improve the children’s area and this will be going ahead.

Surgery times running late: This had been mentioned in the survey and Debs said reception staff do try and let patients know when doctors are running late. They were looking at the idea of a white board to say when there is a delay.

Nearly 400 patients had also filled in the Nottingham West CCG survey. Debs said our results were excellent and similar to the CCG average. Main issues were appointment availability and GPs running late. The surgery monitors the number of patients who do not attend appointments they have made and writes to those who miss 2 appointments in six months. Chris Barnatt said the SMS text reminder service was hit and miss, delivering only about one in three. The service goes through the System 1 computer service and Debs will investigate. We will also try and remind patients they can see the practice nurses, who are on duty every day, with minor ailments.

**Golden Years:** Two of the four sessions have now been held successfully. The next is on Thursday, March 31, when the music will be from the Beeston Ukelele Band. Dr Browne said there had been fantastic feedback from patients and their families. Debs said it had led to an improvement in the surgery care package.

**PPG Action Plan:** Debs said in the past the surgery had written a report for NHS England at the end of the year on events and what the PPG had done. This year we still have to write a report but she is seeking advice on what they want an action plan to look like.

Debs suggested trying to work on membership of the group. In terms of patient feedback, the NHS England Friends and Family test results were 99% positive (patients would recommend us to friends and family) for our practice. In terms of working with the Clinical Commissioning Group and liaising with social care groups, the Golden Years events had been successful and a rep from Health Watch Notts was at the last event. Debs will prepare an action plan with dementia care and our children’s corner as priorities.

**Recruitment:** Two new members had come along and the group hopes they will continue. Georgie is a younger woman and Chris a man in a younger age group than the present average. We are always hoping people from ethnic minority groups will join us.

**Fund-raising event:** The coffee morning and associated raffles etc raised £354, most of which will go to improving the children’s corner in the surgery. A sun screen for the logging-in screen is also a possibility. Sue is to get estimates for a gateway to the children’s area.

**Any other business:** Members are to set up a book stall in the foyer to sell donated books for a donation towards fund-raising.

**Date of next meeting:** Thursday, March 10, 1pm in the surgery.