

Minutes of the Patient Participation Group held on Tuesday 18th December 2018 at BMC

Present: SD; MA; MT; GT; AM

Apologies None

TOPIC	Minutes of last meeting
DISCUSSION	AM thanked everyone for making the effort to attend this meeting. EPS was working really well – but this was stopping patients coming into the surgery to drop off or pick up their prescriptions and we were not getting the opportunity to book them in for blood tests but had to leave messages on their prescriptions.
ACTION	There were no recommendations that could be made around this
TOPIC	Poster advertising practice website
DISCUSSION	A poster advertising the practice website would be put up at reception as members felt that they were not aware that we have a website and it is one way of patients keeping up to date.
ACTION	AM to display poster in waiting room.
TOPIC	Clock in the waiting room
DISCUSSION	There was a wall clock in the waiting area just above the entrance door which the staff in reception could see but not the patients waiting for appointments. Have a notice at reception that if you are waiting for more than 20 minutes please inform reception.
ACTION	AM to look at the possibility of a wall clock to be mounted where it was visible to patients in waiting area and a notice.
TOPIC	Chairperson and Secretary
DISCUSSION	Members felt that SS should remain as chairperson and MA would be the secretary but that AM would produce the minutes as MA did not have access the a computer at home
ACTION	Send SS copy of the minutes
TOPIC	Notices in Reception area
DISCUSSION	Members felt that the reception area was cluttered with too many poster and information leaflet. Each section e.g. info on diabetics or complaints should be divided so that it is more noticeable, with all information on one board The CQC rating should be displayed more prominently perhaps as you enter the surgery. AM would ask the reception staff to update the posters in the reception area and then at the next PPG meeting members can give their comments.
ACTION	AM to ask reception to update posters in waiting area
TOPIC	Carers Hub
	One of the targets for the surgery is to increase their recording of patients who are carers for their loved ones.

	There is a notice board dedicated to Carers – members will comment on this notice board at next meeting – re whether the notice is clear enough and suggest improvements.
ACTION	PPG members at next meeting
TOPIC	On line access – how to promote
DISCUSSION	<p>Members felt that most elderly patients wanted to come into the surgery to get out of the house and did not wish to go for online access. These patients were very pleased with EPS as well because they did not have to remember to order their medication it was done for them and were quite happy to visit the pharmacy and pick up their medication.</p> <p>It was difficult to pin point how to increase on line access by patients, members felt that because it was very easy to phone the surgery and book appointments with doctors of their choice, that patients did not feel the need for online access.</p> <p>The surgery needed to target the working population and the young who were more computer aware.</p>
ACTION	
TOPIC	WATER DISPENSER
DISCUSSION	<p>A suggestion had been made in the surgery to have a water dispenser available in the waiting room.</p> <p>All the members felt that it was not feasible as it posed the problems of water leaking; children playing the water dispenser – all these would result in a hazard. Therefore it was not a good idea especially as patients could ask for a glass of water from reception at any time.</p>
TOPIC	NEW BUSINESS
	More members for the PPG – AM noted the names of other possible PPG members.
ACTION	AM would speak to these patients and invite them to the next meeting
TOPIC	PPG – to take on mini projects
DISCUSSION	
ACTION	
TOPIC	Appointments available via GP+ for out of hours and at weekends
DISCUSSION	<p>Members felt this was a good idea for say youngster who wanted to be seen for a cough or cold after school – but felt that because it was in town that patients do not want to travel too far to see a doctor and prefer to wait and see them when an appointment is available.</p> <p>As appointments need to be booked in advance this might also deter patients as they would again want to wait and see the GP at a later date rather than travel into town.</p>

ACTION	The surgery continues to advertise these appointment on their website and in the waiting area.
TOPIC	Frequency of PPG Meeting
DISCUSSION	It was agreed that the PPG would meeting every 4 months. The next meeting was arranged and booked for Tuesday 19 th March 2019 at 11.30 am A bigger notice to be placed in reception advertising the PPG
ACTION	AM to send out invitations and arrange room booking