

Springfield Medical Practice  
Patient Participation Group ( PPG ) Meeting  
Meeting Minutes  
Wednesday 20<sup>th</sup> March 2024

Present: Louise Morton COO, Tracie Thompson Patient Service Co-ordinator  
9 patient attendees

Julie from Age UK attended.

Participants welcomed and completed sign in sheet.

The group were updated with the actions from the last meeting as below,

- **Host a Carer's coffee morning, which the group felt would be an idea for the Practice** – Becky from the Carers Trust hosted the first coffee morning in December which was well attended. The group felt this was something to take forward and develop on a regular basis. Louise will contact Becky to plan some future dates
- The group were unaware of the Wellbeing team and asked if a leaflet could be published and information shared to raise awareness. These will be look into drafting an up-to-date leaflet which can be shared. – **No update on this Louise will request an update form These**
- A Suggestion Box in the practice to gather some ideas from patients not at the PPG meeting. Louise will arrange for a box to be in the reception area – **Box is in place and improvement ideas below.**
- The practice to arrange a table and box for food donations for the food bank to be in the waiting area for donations. - **Food donation box set up and collections by patients taken place. The group felt it was nice to do something for the community. The take one leave one coat rail has proved very popular also. It will be removed at the end of March.**

**Items discussed.**

There were a number of ideas for improvements for patients via suggestion box.

- **Patients would like the sound of music in waiting area lower or turn it off.**  
We have been working with the building manager to look at this as, the volume button does not appear to work on the box. The system is played throughout the building and if we do not have music, discussions can be heard on occasion at reception and in clinical rooms by

the sub waiting area. The building manager has tried covering the speaker to dim the sound in the waiting area. An idea from the group was to muffle the sound with sponge covering the speaker. **Louise to explore this option.**

- **Water Fountain for patients**

We had a water fountain previously and this was removed by the building manager following a legionella's risk assessment. Therefore, we cannot explore this option.

- **Toilets regularly cleaned.**

The toilets are cleaned every morning before the practice opens and are checked throughout the day and if any problems are discovered, we close it and put a note on the door. We do not have cleaners in throughout the day, therefore, Louise will add a notice in the toilets to let reception know if any problems and we can close them.

- **More music videos in the waiting area**

Unclear if this is more health videos on the screen in waiting area with sound or if patient would like music videos. However, the display screens have been updated with more videos with sound.

- **Patients had expressed they would like a number of changes to the appointments.**

- **pre booked appointments.** – we are working on changing the model of appointments over the next few months to have pre bookable options. Further information on this over the next few months.
- **Easier to access appointments.** – appointments can be booked online/ telephone for face-to-face appointments. Hopefully with the changes to the booking system this will include an other appointments.
- **Online appointments - so people who work before 8.30 do not need to call.** Face to face doctors' appointments are available to book online form 8.30 so you do not need to always call. The first 2 slots on each clinic are available to book the day before from 1.30. We are hoping to make more changing to improve this with the new booking model.
- **Longer working hours – evening & Saturdays**  
We currently provide extended hours appointments Monday to Friday and Saturdays working with 3 other practices in the area. The day is on a rota Monday Gables Medical Centre, Tuesday it is at Springfield, Wednesday Moseley Avenue and Thursday Parkleys. Fridays and Saturday are alternated. This option can be requested/ offered at reception if you need an out of hours appointment.
- **See the same doctor for appointments.**  
We hope with offering more prebook able appointments in the future (up to 2 weeks) this will help you keep the consistency of the same doctor if you choose.

Julie from Age UK attended and gave an overview of the services that Age UK provide. Lots of the group were unaware how much support is offered by Age UK. We have asked Julie to come back and do a drop in sessions for others. Julie to provide dates and some posters advertising the drop-in sessions and Louise to link with Careers trusts to see if we can combine the event.

We discussed the area in the waiting room which is underutilised and how we could make it into a community area, with the food back, Information from Age UK and Carers trust and other sources of information for patients. Lots of ideas regarding a new Tv screen table of signposting.

Details of the next meeting will be on the website and sent via text message.

Thanks, and close of meeting.