**Minutes**

**STOCKTON HEATH MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP**

**Wednesday 25 February**

**5.30pm – 6.30pm**

**Present:** Karen Chriscoli, Julie Wilcox, Bernie Wilkinson, Dorothy Carter, Heather Miller, Kit Heald, Hilary Wood, Roy Knight

**Apologies**: Dr Zoe Thompson, Alan Mackie

**Welcome** – discussed recent editorials and letter in Warrington Guardian.

**Dr First** – discussion about how it is going so far; positives and negatives. Posters have been prepared for surgery notice board and website. The Practice has responded to patient feedback and made necessary adjustments.

* Alerts put on screen for patients who have hearing difficulties.
* Advising patients of early morning surgeries so that they are aware to ask clinician for these time slots.
* Problems with call back, patients advised that if they miss a call, they need to telephone back and ask to be put back on list. However the group agreed that if a patient has requested contact then it is also a patient’s responsibility to ensure that they can be contacted and that the number they give is working.
* Telephone message changes at 4.30pm to advise patients that only emergency problems will be dealt with after this time. Some patients had been phoning at 5pm, expecting telephone consultation and face to face appointment before 6pm – this wasn’t sustainable.

**Survey results** – the group highlighted that the survey showed that 73% of patients do feel that it is important to have privacy at the reception desk.

* Suggestion to put a Perspex privacy screen up at one part of the desk.
* It was also highlighted that at present the radio wasn’t working and this makes it easier for conversations to be overheard.
* Foot fall in the surgery has reduced since the new system.
* We already have signs up asking for patients to consider the privacy of the person in front of them.
* Need signage to inform patients that there is a private room to the side of the reception desk if they require further privacy.

The survey showed that patients would prefer newsletter in an electronic form. Over 500 patients have signed up to this through the website. The Practice has support doing this and is happy for contributions from the group to be sent to Karen. Community Group information will also be included on this.

**Re-launch of Virtual Patient Reference Group** – many email addresses were given through the survey. Karen has arranged for a new page to be added to website for joining the group, she will send an email to each over the next few weeks. She also has contact details for 2 people who would like to join the group. Heather mentioned a friend who would like to come along, she will give Karen’s contact details.

**CQC report** – as discussed last month, copy of the report was available to view and can also be viewed on CQC website.

**Donation from patient** – agreement to purchase higher chair with arms for waiting room.

**PPG Report** – a similar report to last few years will be submitted including details of meetings and any data collection and Practice response. Karen will send copy to group.

Comment from group that there is a lot of information on prescriptions re-order sheet. Can the fonts be changed or some information be removed if out of date. Questioned whether patients take any notice?

Comment from group that the phone message by Dr Palmer is very long. Advised it is less than 60 seconds and that it is similar in length to previous message. At this time the message needs to remain to inform patients of the new system.

Group agreed no pressing matters and therefore next meeting will be :

**14 May 2014 at 5.30pm**.

Group happy to be contacted between if necessary.