

MINUTES OF BROOKVALE PATIENT PARTICIPATION GROUP MEETING

HELD ON THURSDAY 21<sup>ST</sup> MARCH AT THE HALLWOOD HEALTH CENTRE

PRESENT:

D A (Chair)

M C

G D

I B

(Chief Officer - R Health Project)

Dawn Jackson (Brookvale GP Practice Manager)

APOLOGIES

Apologies were received from: H M, J D, L J and G A. S D have decided to leave the Group.

R-HEALTH PROJECT

(Chief Officer of R- Health Project) gave the group an introductory talk on the R-Health Project. This is a project funded by the NHS and has the full support of every G.P Practice in Runcorn.

The aim is to provide the same level of service at all G.P. practices in Runcorn and closer collaboration between them. The initial area of work is patient access to medical professionals.

The Project has set up a communications Steering Group of all PPG Chairs in Runcorn to give advice on how to get patients to best learn and understand the changes which will come from the project. PPGs will play a vital role in advising their chairs how best to communicate these changes.

Rob volunteered to come back to give, hopefully a larger number of people from the PPG, an update on this exciting project. This kind offer will be taken up for a future meeting.

TERMS AND CONDITIONS OF PPG

Dawn submitted a shortened version of the proposed Terms and Conditions of the PPG. These were agreed to together with the Confidentiality Statement. DA to circulate to all members and to be discussed at the next Group meeting.

MEMBERSHIP OF NAPP

DA confirmed that the Group was now affiliated to the National Association for Patient Participation (NAPP). The Practice had agreed to pay the £60 fee for membership which provided free use of their website which contained news on initiatives, national meetings and conferences. DA would circulate details and password to all members for their individual use.

TALKING TO PATIENTS ABOUT SERVICES PROVIDED BY THE PRACTICE

Dawn explained that it may be useful for the Practice if members of the PPG would go out to patients in the waiting room and find out their views on any change in services provided and to obtain feedback. This would be reported back to the Partners of the Practice . All those present

agreed to talk to patients as and when needed. Badges would be provided to all members by the Practice.

#### USE OF EMAIL ADDRESSES OF MEMBERS

All agreed to personal email addresses being used by the Practice.

#### PPG MINUTES TO BE PUBLISHED ON PRACTICE WEBSITE

All agreed to the suggestion by Dawn that anonymised minutes could be published on the Practice Website,

#### CARE NAVIGATION – NEW MESSAGE ON ANSWER MACHINE

Dawn requested feedback from PPG members regarding changing the current message on the telephone answer machine to incorporate a GP informing patients that **“they have asked the receptionist to ask you if you wouldn’t mind telling them a little about the problem you are calling about today. This is simply so that they can direct you to the person who would be most suitable to help”** Patients of course don’t have to do so. It was agreed that the current message is too long and also has cost implications for people using pay as you go mobiles. Agreed would be useful to have clinician recording the message-

#### JOINT PPG MEETING

All agreed that we should postpone any plans for a Joint meeting with Weaverville PPG to a later date.

#### NEWS FROM THE PRACTICE

Dawn reported that the Practice has recruited two new receptionists who were settling in well and that two new F2 Doctors will be starting at the practice in April.

To ensure that the car park facilities are used by appropriate parties and to reduce misuse of facilities the practice has decided to implement an Automatic Number Plate Recognition system which enables a Car Park Company to issue parking tickets to drivers not accessing the Health Centre but using the car park

Dawn confirmed that the new system of monitoring use of the car park would hopefully be introduced imminently and is currently in the process of completing a Data Protection Impact Assessment. Signs explaining the system will be erected in the Car Park and Patients will have to enter registration numbers on a machine in the waiting areas. Notices will inform patients of the new system, information will be available on the website and in the practice waiting room. Initially staff will be available to assist patients in logging registration numbers. Free Parking will be restricted to one and half hours/ two hours.

Dawn to approach KFC about cutting back the bushes adjacent to the Car Park .

#### DATE AND TIME OF NEXT MEETING - 16<sup>TH</sup> MAY 2019 AT 10AM