**Darwin Medical Practice Patient Engagement Group (PEG)**

**Minutes of Meeting held at 5pm on Thursday 21st September 2017**

**At Burntwood Health Centre, Hudson Drive, Burntwood**

**Attendees:**

Roy Ellwood (PEG Chair)

Dr James Ward

Janette Allen

Anne Drury

John Davis

Joy Blackmore

Alan Bliss

Gary Smith

Jim Bowen

Alison Stacey

Pat Brookes

Malcolm Poulton

Debbie Megan (Patient Liaison Officer and minute taker)

|  |  |  |
| --- | --- | --- |
|  | **Notes of Meeting:** | **Action** |
| **1.** | **Welcome and apologies**  |  |
|  | Roy thanked and welcomed new members for attending the meeting and stated how pleased he was with the response from patients expressing an interest to become part of Darwin Medical Practices’ Patient Engagement Group. |  |
|  | Apologies were received Anne Heckels, Sarah Bradbury, Sheila Nicholas and Jennifer Feld. |  |
| **2** | **Introduction of new member’s present**  |  |
|  | An introduction from each member circulated around the room.  |  |
|  | Roy went on to explain the purpose/aim of the PEG for the benefit of new members present. He gave an overview of the links with patient district groups and CCG that he had previously involved with, until his recent resignation. Bill Harrison, Darwin PEG member, has expressed an interest to become the next Darwin Medical Practice representative at the District Patient Group. Anne Heckels, Darwin PEG member, who is also Lay Member at the CCG Finance Committee, had emailed Debbie and Roy to confirm that she has passed Bill’s details onto CCG staff. Anne was unable to give any updates from CCG as she had been away on holiday.  |  |
| **3.** | **Minutes of last meeting**  |  |
|  | Were recorded as true and accurate. All actions completed. |  |
| **4.** | **Ground Rules**  |  |
|  | Debbie distributed a list of ground rules which needed to be updated and agreed.Roy read out each item for members to comment. It was agreed that the limit of members attending the group meetings should be left open for 3 months to see what further interest would be received. The term serviced by each member used to be set at three years, it was agreed that this should be left open for now.Debbie to update ground rules and distribute to all members.It was agreed that Debbie put the updated version of ground rules and minutes of PEG meetings onto the new website. All members present voted for Roy to continue as PEG Chair.   | **Debbie****Debbie** |
| **5.** | **Practice Staff update and operational issues** |  |
|  | Dr James Ward went over the minutes of the last meeting for the benefit of new members and went onto inform everyone that Dr Elizabeth Heald was now back from maternity leave and now that doctors have had their summer annual leave , clinical staffing is now back up to strength , which should improve the appointment system. He confirmed that an additional Nurse Practitioner would be starting at the beginning of October offering more appointments with the Urgent Care Team. James explained that the appointment waiting time system was still being monitored closely by Dr Shammy Noor. The National average wait time to see a GP was now 16 days but it used to be 10 days. He also explained that they doctors had recently reviewed the internal medication review system. They are currently catching up on back log, so have been calling patients in , who are on the Chronic Disease Register for their medication reviews, this has also used up some routine appointments.Some PEG members gave positive feedback as they had been seen very quickly by the Urgent Care Team and had praised the practice for the availability of appointments during late night extended hours. The ongoing issues with the telephone system in Burntwood is still being reviewed. Four receptionists are on duty at same time; two deal with patients face to face and two answer incoming calls in the back office (which has improved patient confidentiality). GP Partners are currently reviewing reception staffing and are considering an additional member staff to answer calls which could elevate the issue. James Ward declared that in his role is Finance and Business Lead for the practice, he felt that affordability was currently the issue. Dr Shammy Noor had recently set up a staff survey via Survey Monkey for all staff to feedback. James Ward stated that he would share the results with the PEG when completed.He also suggested that it may be a good idea to do this type of survey for PEG members in the near future.James stated that the practice flu campaign had now started. This is being signposted in waiting rooms and via text messaging service to eligible patients. Additional Saturday morning clinics have also been planned.  | **Dr Ward** |
| **6.** | **Feedback from Healthwatch Staffordshire Survey** |  |
|  | Heathwatch is an independent watchdog for health and social care, giving people a voice. GP Partners had agreed for Healthwatch to have access to our waiting room at Burntwood on 8th August, to carry out a survey giving patient’s an opportunity to feedback about local services and ask what they would like to see in the future. They also carried out the same survey at our Lichfield site at St Chads Health Centre on the morning of 21st September.  |  |
|  | Debbie recently received feedback from Healthwatch stating that they had a very successful visit on 8th August. They had received 39 responses on the day, all but 1 or 2 were more than happy to give feedback.  |  |
|  | They will continue to visit practices across Burntwood, Lichfield and Tamworth until approximately the end of October and results won’t be known until November.   |  |
|  | Healthwatch have also expressed an interest to give a half hour presentation at one of our PEG meetings, stating that this will hopefully be beneficial to the Group as they are involved in attending District meetings as well as the Patient Board meeting.  |  |
| **7.** | **Any Other Business** |  |
|  | There was a question and answer session from new members. |  |
|  | Debbie gave members details of the new website that she is currently working on and asked if all could try and find time to access and give her feedback as quickly as possible. She is hoping the new Darwin Medical Practice Website will be launch within the next few weeks. Debbie to share website information with members unable to attend today’s meeting. | **ALL****Debbie** |
| **8.** | **Date and Time of Next Meeting** |  |
|  | 5pm on Thursday 26th October 2017 at Burntwood Health Centre, Hudson Drive.  |  |
|  |  |  |