Patient Participation Group Meeting

Minutes of Meeting held on:

Friday 21st September 2018

Present: Sarah Armitage (SA) Practice Manager

Joan Frost (JF) Patient Representative

John Swift (JS) Patient Representative

Dr E Duncan (ED) GP

David Aveling Patient Representative

Apologies: Nadine Morritt Patient Representative

Minutes

1. Previous Minutes agreed.

2. GP Survey Results discussed. The full survey will be available on our via link on our website <https://www.gp-patient.co.uk/practices-search>

The surgery did very well overall with a high percentage achieved in clinical staff listening to patients, giving them enough time, involving them in their consultations and confidence in the healthcare professional they saw.

Overall experience at the practice was 83% with a good rating.

The surgery did not do so well on getting through on the phone lines with 51% finding it difficult. We are awaiting renovations to increase phone lines and staff members. Also we have increased the amount of appointments available online including Flu clinics.

We achieved 83% for how helpful did you find the receptionists. All staff has received training and we continue to discuss any issues at team meeting to help our staff to learn and develop their skills.

Some other areas of the survey which we are looking into are patient knowledge around online services and extended hours. We have provided information leaflets which have gone out with repeat prescriptions to highlight services available. We will have further information at our community event on the 17th November.

3. Extended Hours – Discussed extended which we previously provided, however had to withdraw due to staffing issues. The previous GP survey we achieve a low percentage for our appointment times and this year we achieved 58% satisfaction. Extended hours will start again from the beginning of October on a Tuesday; this will increase the appointment available and allow workers to access at a convenient time. This was supported by the PPG group.

4.. Community Event: 17th November 2018

The following services have offered their support and will be attending this event to give information to patients in our community. Awaiting promotion material and asked PPG to spread to word and encourage patients to attend. Helen Wyett from the PPG has offered to support the PPG in doing a stall to encourage new members to our group. The PPG members were asked if there were any other services which they would like to attend; the group felt we had covered lots of services. JF asked if we could look at doing an interactive event next time eg First aid training, CPR etc. We will relook at this after this event to see response from patients.

Services confirmed:

Medicine Management team – Self Care

Carers Resilience Team

Diabetes Prevention Team

IAPT (Mental Health Services)

Mc Millan

Screening (Bowel, Breast & Cervical)

Screening Immunisations

Working Win (Employment support)

Get Healthy (Stop smoking, weight, alcohol)

Treeton medical Centre

5. Medication Reviews – Leaflet given to PPG members as information requested at previous meeting. These leaflets will be given out with repeat prescriptions and will be available at the prescription counter. DA asked if he could collect some to take to the coffee morning, which was agreed.

Next Meeting: TBC