

**MINUTES OF PATIENT GROUP MEETING**  
**HELD ON WEDNESDAY 26<sup>TH</sup> JULY 2017**

PRESENT                    Nigel Hallam (Chair)  
                                 Jane Wharton - (Practice Manager)  
                                 Mandy Hallam (Practice Administrator)  
                                 John Flinders –  
                                 Richard Davey –  
                                 Gail Davey –  
                                 Rosita Dowdall –  
                                 Victor Hall  
                                 Lesley Hall  
                                 Pauline Briggs  
                                 Mary Shaw  
                                 Mary Vukajlovic  
                                 Leslie Foster

APOLOGIES                Barry Wood  
                                 Cate Starr  
                                 Dr Adam Tooley

1. Minutes of the Meeting held on Wednesday 18 January 2017

Accepted as a true and accurate record.

2. Matters arising from the Park Surgery minutes

Contact – Mandy is now the new contact point taking the place of Ros and has confirmed that she is receiving Nigel's emails.

Patient Screen – Nigel put something together to publicise the Group and this is being shown on the waiting room screen.

Appointment information – Jane and Mandy have put some useful appointment information, including Pharmacy First (Minor Ailment Service) onto the information screen.

Review and approve the Park Surgery PPG Terms of Reference/Constitution – Nigel has reviewed and he provided Jane with copies to sign and keep on file.

Future Work Plan for PPG during 2017/18 – It was confirmed that the survey will take place in January 2017. Jane asked for suggestions on questions. Suggestions included:-

- What do patients think of the waiting room TV screen?
- What do patients think of the waiting room screen?
- Do patients have issues with confidentiality, do they feel that the new windows on the reception area have helped?

**Action Point**– Jane will speak to GPs get back to Nigel with a proposal and topics suggested.

Heanor Gate School involvement in group - Nigel and Viv had agreed to discuss Heanor Gate School involvement. **Action Point** -Nigel has not heard from Viv, but will get in touch via email.

**Action Point** – Jane will let the Patient Group know of any future events and flu clinics so that they are able to be involved.

#### Items from members

Nigel asked Jane about the new windows on the reception area and the reason behind them. Jane stressed that the main reason for installing the windows was confidentiality. She had been concerned that when the TV was taken out and the information screen installed it was much quieter in the waiting room and conversations could be overheard. Although staff are trained not to say patient names out loud it remains inappropriate for patients to hear conversations about health issues. It was hoped that it provides patients with some privacy when speaking to receptionists as they are not all congregating around the desk. In addition it may assist in staff security as they have felt vulnerable in the past when patients become aggressive towards them.

Nigel asked if the staff preferred the new window. Mandy confirmed that they are all happier with it and she informed the group that they are able to 'close' one of the windows by putting the blind down. This is helpful at 8 am when patients are queueing to obtain an appointment. One member of staff is able to manage the queue while the others concentrate on the phone lines. This ensures that everyone gets an equal share of the appointments. Patients continue to come into the surgery to obtain appointments at 8 am despite us promoting telephone appointments. Many insist on an appointment when they could be dealt with over the telephone. Once all the appointments have gone patients who need to be seen then have to speak to a doctor and be told to come up. The group agreed that patients should be discouraged from attending the surgery at 8 am to secure an appointment.

It was agreed that the new windows would be one of the Questions in the Patient Survey to be held in 2018 to ensure patients were informed of the key reasons for the introduction. **Action Point -Jane**

Dementia friendly practice training – both Nigel and Jane received an email offering dementia friend training for the Practice. This is similar to the training provided to the group several months ago. Jane expressed an interest and has given a few dates for this to take place at a joint GP and staff meeting.

**Action Point**– Jane will let Nigel know when the meeting will take place and he will come along if able.

#### Items from Practice

Complaints review – following our annual review of patient complaints Jane reported to the group that we had had six official complaints. Actions resulting from them included:

More staff trained in ECGs to ensure always someone available.

If appointments by us are cancelled and patients turn up they are not turned away and are slotted in if necessary.

Children showing signs of distress are given priority over other patients.

Update training on confidentiality, particularly around children's confidentiality, Gillick competence, etc

Additional staff manning telephones at busy times.

Staff meeting to discuss communication between morning and afternoon staff, notes on patient records, etc.

Mandy asked the Group if they found the information on the screen in reception useful. They all agreed that it was very interesting and informative. Mandy is able to find information on most subjects and would welcome any suggestions. She recently uploaded a YouTube video demonstrating the use of the new waiting room BP machine and this has increased usage.

Mandy informed the group that the prescription box is now on the wall in the foyer. This is to try and reduce traffic around the reception area.

#### Items from Dr Tooley

None

#### Other business

Nigel informed the group that Gail and Richard are leaving the area. He thanked them for their attendance and enthusiasm at both PPG Meetings and with the Patient Surveys. We all wish them well for the future.

#### **DATE AND TIME OF NEXT MEETING**

**Wednesday 25 October 2017, at 7.00pm.** Mary V as Vice Chair will co-ordinate and circulate the Agenda in advance of the meeting and will take the lead in co-ordinating and organising the Patient Survey and Report in January 2018.