**PATIENT PARTICIPATION GROUP (PPG)**

MEETING HELD MANOR MEDICAL CENTRE

Thursday 7th February 2013 1pm

MINUTES

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| Present | Dr D.R.Jawahar, Becky Degia, Linda Nolan Claire Jackson (Chair),  Liz Mackness (Secretary), Joseph Taylor, Kathleen Taylor  David Robinson, Pat Brickley | Action |
| Apologies | Sudha R Pankhania, Ramji P Pankhania, Ann Winfield, Tripat Badiani |  |
| **Matters arising from previous minutes:** |  |  |
| Problem with nurses appointments | Becky Degia. Although they are not working Saturday there were now two full time and two part time HCA’s now in place, should see an improvement within the next two months.  Pat complimented the nurses: as she had been ill, she had been unable to go upstairs and had seen the nurses in the back room downstairs with no problems. |  |
| Dedicated notice board in waiting rooms. | Becky Degia. The notice boards had been ordered but the surgery is awaiting the new TV screens before putting up notice boards this is so that the surgery would know where to place them. |  |
| Approval of minutes | The minutes were approved by David Robinson and seconded by Pat Brickley and Dr D.R.Jawahar. |  |
| **Agenda items** |  |  |
| 1) Asthma clinic appointments. | David Robinson. As we are in a valley, Leicester is prone to Respiratory problems; David asked whether we could have more available breathing clinics as it had taken him 6 months for a 3 month appointment with an asthma nurse.  Joe Taylor said there was now an injection which is a preventative, also his wife had not been given instructions about the steroids she had been prescribed  Dr Jawahar, there is a need in educating patients with Asthma especially those who continue\* to smoke. | Dr Jawahar would look at what the surgery was doing and would discuss this at the next meeting |
| 2) Suitable reading material in waiting room | Tripat Badiani. Could we have suitable reading material for patients whilst waiting for their appointment? This was brought to her attention when she was helping with patient polling. Dr Jawahar said due to infection control the surgery was unable to do this but the surgery would be installing TV screens soon for information sharing and health promotion material. |  |
| 3) Patient Survey results and action plan | Becky Degia thanked Tripat Badiani and Pat Brickley for their help in handing out surveys also Liz Mackness for helping with data input. Dr Jawahar thought that it had helped as the surveys had been handed out by the group rather than receptionist. Pat said that she had been able to give the surveys out to a wider range of patients and was at hand to help with any queries, also patients tended to ignore the survey if they had to take one themselves. Becky said that there had not been much change in the results since last year. |  |
| **Summary of results.** |  |  |
| Telephone system | Parker Drive (PD) didn’t appear to be reflecting well with the new phone system> Becky was looking into working the same as Manor Medical Centre (MMC) with one receptionist at the front and two receptionists at the back answering the phones. There are 4 lines and the 5th gets an engaged tone. | Becky to look at working the same system at PD as MMC |
| Talking to doctors | Doctors are always available after surgery to take calls and that nobody is refused. It was thought it best if put in order of urgency e.g. urgent first less urgent at end. | Telephone calls in order of urgency. |
| Receptionist asking too many questions | It was stated that the receptionists shouldn’t be asking so many personal health questions. Dr J said staffs were being trained on the best way they could ask these questions. Although patients were angry about the amount the receptionists ask there was a need as patients with breathing or chest problems were more urgent than perhaps those just needing a sick note. |  |
| Negative and Positive comments | Joe thought it would be a good idea to put graphs for negative and positive comments. |  |
| Seeing the same Doctor | Patients want to see the same doctor. David suggested patients didn’t like change especially new doctors. Pat’s reply was that the surgeries were good as they were resident doctors and not locums and these doctors knew who you were as locums change. |  |
| Online booking | Becky was looking at how other surgeries were coping with online booking; David said this was now the practice at the Anstey surgery. |  |
| Staff badges | Being looked into |  |
| Water machine | A water machine would be seen as a luxury item and there are also concerns about water spillage/health & safety and general maintenance. |  |
| Waiting times | The PPG group were asked what they thought was a suitable time to wait, it was thought up to 15 minutes. This was thought to be acceptable and, as Kath said, everyone had different problems and sometimes we should expect to wait. Claire said because we are used to such a good service we shouldn’t mind waiting. David said that the doctors needed to update the computers. Dr J said they tried their best to keep to time slots but sometimes you had to do what was needed. In general most patients were happy with how long they had to wait. Patients are advised to book a 20 min appointment if they think they require more time. |  |
| Lift at MMC | Not all patients were aware if they were unable to use the stairs that there was the facility of a lift | Need to advertise |
| Televisions | Being addressed, should be installed around April |  |
| Wart Clinic | Practice now not always doing warts, need to look into if this is needed |  |
| Gritting car parks | Surgery to obtain advice on where they stand legally on gritting/salting car parks in the winter months. | Need legal advice |
| Survey | It was agreed that the results of this survey were good. | Group to look at a survey question at each meeting |
| **Any other business** | David Robinson. Has the practice facilities regarding visiting elderly patients?  Dr J replied yes if patient is house bound | Doctor to investigate situation of 96 yr old patient |
|  | Kath Taylor. When patients who are unable to use the stairs use the back room, and receptionists have not yet left, this is against patients’ privacy | Becky to inform receptionist that they must leave. |
|  | Joe Taylor: prescription items. Changes have been made without informing the patients. | Letter should be sent informing patient |
|  | Joe Taylor. A prescription had been mislaid and when a new one was issued, Joe found that items had been missed off prescription. | Doctor to look into this |

Date of next meeting:

Thursday May 9th 2013 @ 6 pm

Venue: Manor Medical Centre