**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 22nd September 2014 - 18:00 - Library, Newton Drive Health Centre**

**Present:** Mrs Donna Jackson (DJ), Miss Vicky Greenwood (VG),

Mrs Linda Endicott (LE), Terry Bennett (TB) & Mrs Karen Harris (KH)

**In attendance:**  Mrs Norma Halsall (NH), Assistant Practice Manager

Mr Chris Casey (CC), Practice Manager

**Apologies:** Mr Mike Martin (MM)

**1 Actions / Feedback from Previous Meeting**

The group agreed the minutes of the previous meeting with a few minor detail changes. The actions have been completed and there are no further updates.

**2 New Actions**

The group reviewed and discussed the patient questionnaire. This year’s questionnaire is much clearer and sharper than last year. The practice will aim for 300 returns, 400 if possible. The questions were all agreed and there were recommendations to alter the grammar of some parts of it to ensure it was not ambiguous to patients.

The group agreed that the Friends and Family test will be incorporated into the practice questionnaire until the practice questionnaire is completed. The F+F test will then be run separately. The group agreed to the format of the F+F test and the practice will use the standard second question, asking patients why they scored what they scored for the first question.

The group also suggested having volunteers hand out questionnaires at the flu clinics. This was agreed and the dates will be circulated for availability. **Action: CC to circulate flu clinic dates with these minutes.**

The member profile form was finalised and agreed. It will be displayed with supporting information on the PPG notice board and on the website. **Action: NH to organise form for the notice board – CC to put the form on the website.**

**3 Standing Agenda Items**

Staff

VG gave positive praise for the reception team. The practice is hoping to secure a part time salaried GP to replace the locum sessions. Dr Fernandes is our GP trainee (ST3) who is here for 12 months under the supervision of Dr Murray.

Practice Nurse on leave for a few weeks and Administration Manager off for 6 weeks.

Patient Suggestions

*“My suggestion is to sack all the women on reception who are all sour faced and ugly and think they are all doctors. They are all so rude and very unhelpful. Get a personality and smile and stop thinking you can do the job of a doctor. Some of us actually need urgent appointments.”* – the group felt this was an unnecessary and personal attack on the members of reception, it is not in keeping with the PPGs members experience of the reception team. There are no contact to details so the practice is unable to attempt conciliation with this patient.

*“From reception, to Mary, to Sister Helen, to all the doctors, this health centre and all involved with it are marvellous and very caring”* – Many thanks for taking the time to leave us some positive feedback, this has been passed on to all the staff. The practice will acknowledge receipt of the above to the patient.

*“Hi, maybe not have the lights in the feeding room on a timer. As the light goes off when nursing!” –* this is a good suggestion due to the practical reason involving the light timings – they do all automatically switch off to save energy. However, we will try and amend the timings in the feeding room to allow move time. They are activated through a motion sensor.

It was also agreed that this group will review any comments placed on the NHS Choices website now that the practice can reply.

Prescription Message

This will be used to advertise the current flu vaccination clinics.

**4 Any Other Business**

The group agreed that the practice should not open an email account for patients to send emails to. It would create too many practical problems and potential clinic risks. The group felt that the current methods of communication were sufficient for all purposes.

Agenda items for the next meeting will include;

* Test Results
* Electronic Access to Patient Records
* Telephone Options

**The next meeting was arranged for Monday 3rd November - 18:00 at Newton Drive Health Centre**