**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 29th April 2013 - 18:00 - Library, Newton Drive Health Centre**

**Present:** Mrs Donna Callon (DC), Miss Vicky Greenwood (VG),

Mr Michael Martin (MM), Mr Terry Bennett (TB), Linda Endicott (LE)

**In attendance:**  Mr Chris Casey (CC), Practice Manager, Norma Halsall (NH), Assistant Practice Manager

**1 Actions / Feedback from Previous Meeting**

Reception meetings are now taking place on Wednesdays where cover can be provided by the Administration team. These meetings are beneficial to communications between receptionists and practice teams.

The number of new patient health check appointments after 17:00 is currently 12 per week. If these are not available patients will be offered an appointment after 17:00 with a practice nurse where possible. This will hopefully increase the capacity for new patient health checks.

**2 New Actions**

CC welcomed Terry Bennett to the group as a new patient representative.

The group were informed of the current level of DNA’s – January 27 hrs, February 22 hrs, March 28 hours. *UPDATE: The number of hours in April was 35.3 and 18 hours for half the month of May.*

MM raised a potential issue regarding patient confidentiality. The PPG has done some work on this topic in the past but it was felt significant enough to become a standing agenda item in the future. The building layout does not suite patient confidentiality well but a redesign would be too costly for the practice to fund. Certain measures have been put in place already by the practice such as filter screens for the PC screens on reception and reception staff training and the option to ask to go to a private room should a topic be deemed confidential by the patient.

It was agreed that this is an on-going issue and the PPG was keen to improve patient confidentially where possible and appropriate. A particular area of concern was a person’s ability to overhear conversations at the reception desk from the balcony above. In the past a window was fitted in the administration offices to solve this problem but it still exists on the balcony. The Practice has purchased plants to discourage patients from waiting on the balcony. This also addresses safety concerns for this area.

To determine how much of a problem patient confidentiality is for the patients of Newton Drive a targeted survey will be conducted. **ACTION: CC to organise and report back the results at the next meeting.**

There were a few suggestions to review from the patient suggestion box. The suggestions and outcomes are below.

* “I’m ellie grace and I think the Newton Drive hospital is really”
* “I think the telly is to quite and there should be some kids books” – the TV is set to mute as there is no audio with the video information, the comment regarding childrens books was also asked for last month and the practice will source some more reading material for all ages.
* “Tele to quiet and awkward and makes you nervous for your appointment” – its acknowledged that at times the waiting room can be eerily quiet and people may be uncomfortable waiting there, the practice will look into some background music / noise. However, careful consideration must be taken as to not upset patients who are unwell and unable to satisfy everyone’s music taste. **ACTION: the practice will ascertain the cost of an entertainments licence.**
* “It took 4 phone calls to make 1 GP appointment, very frustrating” – the practice acknowledged that due to current pressures of activity and staffing the appointment system has not been working as they would have liked. This should ease with increased staffing levels.

In addition to the above it was decided that, along with patient confidentiality, staffing issues were to become a standing agenda item.

**The next meeting was arranged for Monday 10th June 2013 - 18:00 at Newton Drive Health Centre**