**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Tuesday 29th January 2019 2018 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Mr Chris Casey (CC), Lindsey Smethurst (LS), Mick Martin (MM), Miss Vicky Greenwood (VG)

**Apologies:** Mrs Donna Jackson (DJ), Miss Caroline Butler (CB)

1. **Actions /Feedback from Previous Meeting**

No updates or actions from previous meeting.

1. **New Actions**

*Phone Message*

We have received feedback from patients who have called the main surgery number, and then used the option to speak to admin. The phone message is being misinterpreted, as it is slightly ambiguous, and potentially suggests you cannot book appointments at all on that phone line. We would like to make changes to the message, to make it as short as possible, we can remove patient access advertising for example. The group also did not want a GP recording a long message as some other surgeries have; they feel the staff do a good job of filtering and managing appointments. They felt that when patients call, the last thing they want is to be delayed and in a queue for longer.

The practice will create the wording for the new message and send it to the group prior to recording. **ACTION: CC to send new wording to the PPG for comments before the next meeting.**

*Abdominal Aortic Aneurysm (AAA) Screening*

The practice has been asked by NHS England to attempt to increase the uptake of the AAA screening programme for aged 65+ men. They would like us to achieve an uptake rate of 85% and the practices current rate is 71.8%. We have produced some promotional material for the website and waiting rooms and we are actively following patients that decline the programme or DNA their appointment.

*Membership Update*

Unfortunately NS has had to resign from the PPG, the group sends their best wishes. We discussed PPG membership in general and whether there were any opportunities to recruit new members or to just gain feedback and suggestions. The Friends and Family test tends only to lead to comments about the quality of the service i.e. is it good or bad, but we do not get suggestions for change or improvement like we used to through the “Suggestion Box”. When the Genetic Haemochromatosis information is moved from the waiting room, can we use that area for PPG information, or feedback as it stands out and everyone notices it and reads it whilst in the queue.

We talked about using Facebook for feedback or having a closed group on there as a discussion board. The group felt patients should attend and give feedback in person just to avoid ‘keyboard warriors’, however MM felt that this was just how the younger generation interact, they don’t want to join social groups anymore. We decided that we would try and achieve both goals by inviting feedback via Facebook but including in the post that patients could attend to meet the PPG and practice staff if they wanted. **ACTION: CC to draft a post for Facebook and decide on the format of the feedback**

The group also suggested asking local colleges whether we could have any feedback from patients, or if they needed to volunteer for something for their course, they could attend the meetings. **ACTION: CC will look into this**

VG asked whether we could do another promotion during a clinic, like we did in last year’s clinic. We decide that we could target the baby clinic as this would include patients of the demographic that are currently unrepresented. We could also do a blood clinic. **ACTION: CC to arrange a date with VG**

*PPG Event*

The CCG are holding the annual PPG Conference on Thursday 21st March 2019 at Ribby Hall, Wrea Green. It’s an all-day event with refreshments and lunch provided. All members are invited to attend.

1. **Any Other Business**

Statins – MM asked about the prescribing protocol for Statins. He was interested in who is eligible and what the criteria were for being prescribed them. Are there any targets linked to the prescribing of statins? **ACTION: CC to ask practice pharmacist for a summary of this.**

Stop Smoking Service – VG recommended HBS for their stop smoking service, they have been very good and it’s been a success.

Carers Centre – VG also recommended the Carers centre and mentioned that they had not heard from the practice for a while. Asked if we could check what is happening with carers information / contact regarding new carers.

1. **Standing Agenda Items**

**Staff**

No Update

**Prescription Message**

As previous – pharmacist appointments

**Patient Suggestions**

22 - Extremely Likely

8 - Likely

0 - Neither likely or unlikely

0 - Unlikely

0 - Extremely Unlikely

*“Two receptionists would be an improvement so you don’t have to queue so long. Otherwise great”*

The group agreed with this feedback, the queue is often too long, and it can be irritating to see staff on the phone instead of dealing with you as a face to face at the counter (although they understand how busy they are, they could see why this could frustrate other patients). We talked about the proposed door in reception, to separate the back office area where the call handlers are, the group suggested that it’s made so you can’t see through to the other staff, but recognise this may cause issues with lone working and security on the front desk. The group felt that privacy and confidentiality was not an issue in reception but appreciated that CQC had given us negative feedback regarding this. **ACTION: We need to discuss with reception staff and decide on the most appropriate course of action.**

*“Would change the seating slightly…into a different position…it seems like all staring as you walk in”*

The group agreed with this, the seating should face the TV screen. **ACTION: Practice to action**

*“I’m an ex drug user. 6 years clean. I have been treated bad by hospitals and I don’t blame them. People who have nothing self-inflicted should be a priority. I feel guilty going to the doctors. My surgery has been excellent. Really helpful but I still feel bad going. All the staff I have met have been great and they make you feel welcome. Sometimes a leopard changes its spots. Thank you”*

*“Having not the best health over the last three years Dr Jill Murray has led her team to get me back on track. I’ve given her some curve balls over this period but she has provided service out of the ballpark.”*

*“very friendly and helpful”*

*“Only had to wait 2 working days for an appointment”*

*“Very efficient and helpful”*

*“GP kind and professional”*

*“Efficient service appointment on time friendly staff”*

*“Appointments are always on time, and very helpful staff”*

*“Extremely good service whenever I have a concern with my young child. Always good advice or appointment on the day of concern.”*

*“Dr Gall was thorough in every aspect of my ailments and put my mind at rest. Also a great patter.”*

*“really friendly, honest and easy to understand doctor”*

*“I think the service and treatment you get is second to none”*

*“Well the doctor was very friendly and gave me lots of advice”*

*“Good listener and didn’t teach me to suck eggs”*

*“Always get excellent care at this practice”*

*“It’s good to talk to doctors one on one”*

*“Pleasant staff. Being able to be placed on triage or get next day appointment other than waiting 3 weeks to be seen.”*

*“Happy with the interaction with the doctor”*

*“Understanding, taking the right steps to find treatment and a good listener.”*

*“Put my mind at ease”*

*“The doctor I saw was very thorough and as a result making sure I get the correct treatment”*

*“Fairly easy to obtain an appointment”*

*“Always had the best of treatment”*

**The next meeting is Tuesday 12th March 2019**