**PPG Minutes 3rd May 2016**

**Present:** Lexie Sarney, Freddie Page, Dr Mark Daniels, Jacquie O'Connor, Richard Powell

**Apologises:** Dr Irene Weinreb, Dr Sarah Freedman, Dr Chris Allen, Dr David Payne, Dr Savvas Saouros, Charlotte Hynes, Laura Davies, Lynnette Easterbrook.

**CQC Report**

JOC reported we had our planned CQC inspection on 25th February and had now received the final report. The overall rating for this practice was good; the report mentioned one area of outstanding practice for the additional work the practice undertakes for new students, especially where the practice presents lectures to students and staff on meningitis awareness and use of the NHS. The report is available on the practice website.

**Patient Survey’s**

Patient satisfaction surveys were sent to all patients that attended booked routine appointments for the phlebotomist, Practice Nurses and GP’s in the past three months.

**Phlebotomist**

Overall patients described their experience as very good and only 4 patients felt the service they received was either adequate or poor.

When patients were asked how they rated the cleanliness of the room and the equipment used all responses were very good or good.

The ratings for the HCA, giving enough time/ listening/ being treated with care / preforming the test and explaining how to obtain their results were positive and patients felt the service was very good.

**Practice Nurses**

When patients were asked to describe their overall experience the majority of patients felt their experience was very good.

When patients were asked how they rated the cleanliness of the room and the equipment used all responses were very good or good.

**Doctors**

The ratings for the amount of time allocated / if they felt listerened to/ explanation of treatments / whether the patient felt involved in their decisions and whether the patient felt they were treated with care and concern. The overall rating was very good.

**Overall Services**

The results indicated most patients book their appointments via the telephone; however they are aware they can book and cancel their on-line. 5 patients which we received replies for are dissatisfied with the current opening times. The majority of patients felt the reception team was helpful with their enquires and again overall the majority of patients were satisfied with the how they can get through on the telephone.

Overall patients felt their experience they received from the Health Centre was very good / good. And the majority of patients would recommend us to their friends or family. When asked if they are aware of our PPG most patients were unaware of the group.

**Access to Clinics**

MD discussed access areas we are trying to improve access in the following areas:

**Telephone Appointments**

MD said that we have over the past few years increase the number of routine telephone appointments, these work especially well, for any non-urgent issues, such as medication reviews.

**Doctors Triage / Emergency Clinics**

MD outlined the structure of these clinics and how these clinics should be used.

**Nurses Open Clinics**

MD also explained when it is appropriate for a patient to be seen in nurse’s clinics and what is appropriate for a booked nurse’s telephone appointment.

**Plan for Access**

The practice will continually check the appointment availability and when there is a shortfall of appointments will arrange for locum cover, the locum GP’s the practice uses are all long standing doctors that have worked at the practice.

**Newsletter**

The latest edition of the practice newsletter has been published and is available both in hard copies and via our website.

**Staff Changes**

Charlotte Jopling – Physiotherapist has returned from maternity leave.

Dr Sana Al-Hadithy – will be returning from maternity leave on 6th May.

Dr Emily Thompson – who was covering maternity leave, will be leaving us on 6th May.

Emma Stockton – Psychodynamic psychotherapist will be staring on 9th May

Valentine Davies – Psychodynamic psychotherapist retired in March

Jorge Goncalves – Reception Manager leave on 20th July

Erinn Graham – Primary Care Mental Health Practitioner

**On-Line Services**

RP gave ran through the services which are now available via on-line services and how patients can apply for these services.

**Date of Next Meeting Tuesday 18th October 2016 @ 5.00pm**