**Patient Participation Group Meeting Tuesday 26th January 2016**

**In Attendance:** Dr Sarah Freedman, Dr Mark Daniels, Dr Chris Allen, Dr David Payne, Dr Savvas Saouros, Lynnette Easterbrook, Richard Powell, Jacquie O’Connor

Apologies: Dr Irene Weinreb, Laura Davies, Charlotte Hynes, Ann Riches, Lexie Sarney

**Attendance at PPG Meetings**

We discussed possible ways to increase the membership and attendance for future PPG meetings.

We agreed that we would contact the Disability & International offices and would stress the importance to the Student Welfare President to attend or send a deputy to these meetings. The time and venue of the meetings we agreed are to remain unchanged.

**Advertising PPG Meetings – Action Plan**

We agreed to continue to send out invitations to all patients that received our surveys, on the TV screens, via our website and Newsletter. We would send invitations to all department heads. We would also highlight to patients registering the date of the next PPG meeting.

**Woodward Hall**

There were some concerns raised recently at the residence life meeting over the pastoral care for the students living in Woodward Halls and SF confirmed we will see patients that live at Woodward hall during surgery hours, however they should be registered with a local GP practice to ensure they have a named NHS accountable GP.

**RCM Residence Hall**

LE reported the RCM hall works had still not been completed and they hoped all the students would be moving to the new hall by the end of this term.

**RCM Health Awareness Week – Commencing 22nd February**

LE said the RCM are organising a week of “health awareness”, we agreed to contact Fayten our Life Trainer as she may be able to contribute.

**IC Resident Life Meetings**

It was felt that SF should attend these meetings as it would be very helpful for all the wardens to be able to discuss any concerns they have. The next meeting is 6th June 2016,.

Action: DP will organise.

**Website**

JOC reported we are currently in the process of changes our website.

On-Line Registrations / October Planning

JOC said we would like to move away from the usual methods of registering UG in the first weeks of term and we would be discussing different options at the Practice Away Day on 1st March, we would then discuss the action plan at the next PPG meeting.

**Out of Hours**

SF confirmed if a mobile telephone is used to call the out of hours then the patient is directed to NHS 111. If a patient uses a landline their call is normally routed to a local service LCWUUC.

**Serious Mental Health Concerns – Risks using out of hours services**

There was a discussion regarding the wardens fears of risk assessing a patient out of normal surgery hours for patients with serious mental health issues. SF felt the safest way for wardens faced with students presenting with serious mental health issues e.g. attempting or threating suicide is for the patient to attend A&E.

**Confidentiality vs. Risk**

There was a discussion regarding when is it acceptable to break confidentiality, MD said this is something that is never taken lightly and information is only given to a third party without the patients consent when there is a serious concern for the patients safety or in the patient best interest, we may share information but given on a need to know basis and only limited information would be given, however it is always good practice to discuss it with the patient and try and obtain their permission.

**Meningitis**

SF confirmed the number of patients affected with bacterial meningitis is still very low and viral meningitis is also low annually at College, she confirmed the meningitis document was reviewed annually, she would advise College that the out of hours contact details needed updating and to put the algorithm at the front of the document. The wardens felt MD talks are very useful and maybe should be compulsory for all wardens. Wardens should continue to advise all UG to attend for the ACW&Y meningitis vaccination.

**Condom Funding**

RP confirmed the funding for condoms and pregnancy tests had been stopped, it was very difficult to quantify to affect this had on our practice population.

**STI Clinics**

JOC agreed to send a list of all the local clinics and links to all the wardens to advertise in the halls.

**Staff Changes**

We have a new Life Trainer Fayten working with us every Thursday and a new Osteopath Massimo Monticelli.

David MacSweeny PCLN has left and we are unsure if he will be replaced

**3 Monthly Survey Results**

JOC reported we had sent over 1,400 SMS messages to patients that had attended for booked appointments in the past 3 months asking them to complete a short survey on how the practice is preforming.

**Phlebotomy Service**

* Overall the patient experience was very good.
* 81% of patients felt the cleanliness of the room and equipment was also very good.

**GP Services**

* Patients generally felt it was easy or very easy to get through to a receptionist at the Health Centre and less ten 5% felt it is not easy to speak to a receptionist.
* Over 50% knew they could book their appointment on-line and just under 50% of patients knew that we offer an on-line repeat prescription service.
* Nearly 70% of patients are satisfied with the reception opening hours.
* Over 75% of patients find the reception team helpful.
* Over 75% of patients rated the cleanliness of the Health Centre as very good and there were no poor or adequate ratings.
* The overall ratings of how the doctors are rated on listening, explaining tests and treatments and involving patients in decision making about their care is very good.

**Family and Friends Test**

Over 65% of patients are extremely likely or very likely to recommend us to their family or friends.

**Comments from Surveys**

Overall the comments focused on the waiting times, patients felt they waited a long time for a booked appointment to see a doctor.

We feel that we are not communicating effectively all the services we offer, which includes a morning GP triage clinic, duty doctor telephone clinics, nurses walk-in open clinics and nurse telephone consultations. We are going to discuss an action plan at the Practice Away Day, but would be grateful for any further suggestions.

**Date of Next Meeting**

3rd May 2016 – 5.00pm