

Patient Participation Group

Minutes of Meeting held on Tuesday, 22nd May 2018

Present:	Ann Lewis	Patient Services Lead (AL)
	Gary Cunliffe	Practice Manager (GC)
	Peter Leedale	Patient (PL)
	Simone Wood	Patient (SW)
	Marjorie Willoughby	Patient (MW)
Apologies:	Beverley Clark	Patient (BC)
	Stephen Gomersall	Patient (SG)
	Donald Clough	Patient (DC)
	David Knowles	Patient (DK)
	Dr J Pollock (JP)	

1-2. Minutes of the last meeting and matters arising from the meeting

The minutes and actions from last PPG Meeting on 17th April 2018 were discussed – no issues raised from the minutes. Actions – CCG Questionnaires completed by patients following a morning with SW in the surgery waiting room, all questionnaires returned to CCG. Minutes of PPNG Mtg sent to PPG members. Bloomfield Survey on hold (dates TBC)

3. Surgery Updates

A Bowel Screening Clinic was held at the surgery in May where Bloomfield Surgery patients were invited to attend. 36 patients were invited with 30 attending. Following this success Bowel Screening Clinics will be held twice a year with information days also being scheduled in for patients to attend to ask questions in relation to Bowel Screening.

The CCG have undertaken some public engagement to assess public attitudes and awareness towards extended access appointments. Patients could do this survey on line via the CCG website, or at their local GP Surgeries. SW volunteered to come into the Bloomfield waiting room to help patients with the forms; this was done at the end of April with a high number of forms being filled in and returned to the CCG. The closing date for the Survey was May 16th 2018.

Whilst in the waiting room SW had the opportunity to listen to patient issues and fed back to the group on the issues raised:

- 1 Some patients have had some issues surrounding ordering repeat prescriptions, not been ready, the way to order them and the 48 hour timescale – 48 hours is normal within surgeries to process prescriptions, Bloomfield now has 2 full time prescription clerks to process all prescriptions and deal with queries. Patients can fill in the form at reception, send the request via email and order through Patient Access. Posters have been put up in the surgery highlighting the 48 hour timeline as well as on the Envisage Screen in the waiting room. Many patients get confused with Repeat Prescriptions to mean that they are done automatically, and are not happy when they come in to collect them and they are not ready. Patients on Repeat medication need to put the order in 48 hours before they are due to run out, repeat medication is not ordered automatically through the surgery.
- 2 Getting through to the surgery via the telephone – we are a very busy surgery and our phone lines are open and manned from 8am to 6.30pm, Monday through Friday. We understand that patients get frustrated when they have to queue. During our busier times we ensure that more staff are available to answer the phones, but this can sometimes be difficult when there are staff shortages due to sickness or annual leave. We are monitoring call times.
- 3 Getting a routine appointment is getting increasingly difficult – patients having to wait up to 3 weeks – the main reason for this is that we have a large amount of DNA's (did not attend), where patients don't inform us that they no longer need their appointment. Bloomfield is working on reducing the DNA's at the Surgery. Letters are going out to patients who miss their appointments to advise them to cancel their appointments in future.
- 4 Receptionist Issues – staff attitude – some patients find the reception staff to be difficult to speak to as they feel they are unhelpful. Bloomfield is working with its staff regarding customer service skills.
- 5 Patient Access – some patients were not aware of this service – posters are up in the waiting room, along with leaflets at reception, there is also information on the Website relating to this and posts are put up on the Bloomfield Facebook page to advertise the service.

Extended Service Update - when this service was established last year each area of Blackpool had a certain amount of appointments allocated to them (we were South Central). Bloomfield has been pushing this service and were using up their allocated appointments and needing more where some other surgeries were not using as many slots. Surgeries no longer get allocated slots but are able to book generally through Extended Service, so can use as many slots as are available.

4. Next PPNG Meeting – Wednesday, 23rd May 2018 (July 25th, September 26th and November 28th). Members of the PPG are welcome to attend these meetings; they are informative as well as updating other surgeries on what's going on within their own practices.

5. Photograph Browsing - SG will be coming to the practice on the 25th of June 2018 to show photographs of Blackpool that he has. This will be a Monday night and the PPG meeting will take place on the same night. The group can choose some of the photographs they would like to be put up in the surgery.

6. Walking Club – to encourage health and social participation amongst the patients it has been suggested that Bloomfield Medical Centre start a Walking Club. The walks will cater for different health conditions such as cancer AL will be looking into the feasibility of this and will feed back to the group after the summer break. It was suggested that the group could be named 'Walk and Talk'.

7. Summer Break - there will be no PPG meetings in July or August. The next meeting following the last one in June will be scheduled for September 2018.

8. Any Other Business

PL – Information Leaflet given regarding Child & Adolescent Mental Health Services.

AL – The new check in screens are up and running – although there have been some issues regarding the display screen and the upgrades that have happened recently. Choosing the preferred language is no longer as visual as it was before the upgrade.

AL – If any members of the group would like to add anything to agenda of the next meeting, please let AL know asap.

It was discussed that the practice hold a quiz for patients and for crayons to be available for children to colour when in reception.

Details of Next Meeting: Monday, 25th June 2018 at 5.00pm

	Outstanding
	In Progress
	Completed

DATE	ACTION	ACTIONED BY	DATE TO BE COMPLETED	
17/04/2018	Send minutes of PPNG mtg to DC/SW - Healthwatch Links	AL	ASAP	
17/04/2018	CCG - Questionnaire to be completed by patients. Simone Wood to assist with this on Monday, 23rd April	SW	Monday 23rd April 2018	
17/04/2018	Dates for Group Members to attend Surgery for Bloomfield survey	AL	ON HOLD - DUE TO CCG QUESTIONNAIRE	
20/03/2018	Final draft of Survey approved - AL to send out dates (to be sent after Easter Break) for Group members to attend surgery to get patients to fill out survey	AL	ASAP	
20/03/2018	Member of Blackpool Victoria Hospital Forms - return to AL in BC's absence	AL	ASAP	