

MERRIDALE PATIENT PARTICIPATION GROUP

Minutes of meeting held on 11th June 2013

Present Rev Joseph Suray, Jan Butlin, Terry Parker, Raj Mann, Carl Porter, David Smith, Marilyn Draycott, Angela Bailey, Helen Rhodes ,Dr Tew, Cara Morgan

Apologies Terry Gray, Jay Champaneri, John Brennand

Joseph welcomed everyone to the meeting including 2 new members. The minutes from the previous meeting were then agreed and any matters arising were discussed.

1. Website

Cara confirmed that the new, much improved website will be available shortly which will incorporate the features mentioned in the minutes from the last PPG meeting. Further details will be provided at the next meeting once the initial work has been completed and the new site has been road –tested in house.

2. Comment cards/forms

Everyone confirmed that they were happy with the format of the drafts which Cara had provided. The general consensus was that the comment cards rather than the forms should be used initially. It was agreed that the forms will most likely be best used when ‘face to face adhoc surveys’ are conducted (time permitting) by Cara (and by the rest of the reception team (if/when feasible). Cara will be arranging for the comment cards to be finalised and printed (with the MMC branding etc) ready for use wef July (once Cara is back off leave). A separate ‘post box’ will also be assigned by the main entrance doors for completed comment cards which Cara/Vicki will then review and action as appropriate. Questions about the planned health promotion area will be asked of patients when the face to face surveys are being done. (Cara intends to set aside some time to conduct some of these surveys in the main reception area during July as speaking to patients whilst they are waiting to be seen has, in the past proved a very worthwhile exercise in gaining useful feedback).

It was agreed that the comment cards ought to be available in a number of areas including; each consulting room (for the medical team to hand out); the reception area; links via the new website. Cara confirmed that there is a genuine wish to obtain feedback from patients. Anyone opting to leave their contact details will be followed up directly and all comments will be borne in mind as it isn't simply a tick in the box exercise. Cara emphasised that patients' views are valued and are used to help shape and improve services.

3. Budgets

Dr Tew was requested to give an overview about the Practice budgets. He explained that the budgets are quite complicated and consist of various elements including an amount per patient and some funding relating to performance targets. The 'per patient' amount varies widely across the City Practices and the 'per patient' funding which MMC receive is on the lower end of the scale. Furthermore the funding is based on historical not current data. Dr Tew informed everyone that the budget had been frozen for the last 5 years and this year's budget is still awaited. He confirmed the current staffing numbers in respect of the medical team and office staff and spoke briefly about the prescribing budget too. Dr Tew also provided some examples of 'performance related targets' which PPG members found of interest and he explained that there is a mix of national and local targets together with directives and locally enhanced services. Concern was expressed by PPG members that the Practice covers some fairly deprived areas yet the 'per patient' funding is quite low compared to quite a few other City Practices. This was echoed amongst those present. A brief discussion then ensued about some of the new Government initiatives and expectations despite restrained budgets and limited resources.

4. Appointments

It was confirmed that a full review of appointments is underway with a view to improving the whole appointment process. Extending the ways in which patients can book appointments forms part of this comprehensive review. Further details will be provided at the next meeting but any further comments, ideas or suggestions in the meantime can be brought to the attention of Cara.

5. AOB

Joseph confirmed that in his capacity as PPG chairperson he is due to attend a joint meeting with other PPG chairs on 19.6.13. Raj agreed to e-mail Joseph some funding related points which the group collectively considered would be worth Joseph mentioning at that meeting.

Joseph asked Cara to clarify about the automated messages which callers hear (rather than music) if waiting in a queue within the telephone system. In response Cara explained that these messages had been added to reduce the 'in call' durations by explaining within those automated messages why the reception team ask the nature of the problem and need up to date contact details. Including this information within the queuing message saves the reception team having to explain this each time whilst dealing with calls so this enables them to deal with the next incoming call as quickly as possible rather than having to explain the same points each time to every patient. Cara stressed that the automated messages only play whilst the caller is in a queue –as soon as someone is free to take the call the message stops i.e. the existence of those messages does not extend the queuing time in any way.

6. Date of next meeting

Tuesday 3rd September at 12.15pm (Please note this slightly later start time)

Everyone was thanked for their input –with thanks to Helen for having made everyone a hot drink once again

The meeting ended at 1.10pm

Cara (14.6.13)