

MERRIDALE PATIENT PARTICIPATION GROUP

Minutes of meeting held on 26th February 2013

Present Rev Joseph Suray, Jay Champaneri, Jan Butlin, Terry Parker, Jo Dooher, Dr Tew, Vicki Kershaw, Cara Morgan

Apologies Terry Gray, Helen Rhodes, Raj Mann

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

1. Phone system

Cara advised that the phone system upgrade has now been completed other than a few outstanding points which are due to be concluded shortly. The upgraded system includes a number of extra features and all calls are now being recorded as a matter of course. A query as to whether the landline has the queuing facility was also discussed. Cara is to double check with the phone engineer to ensure that the landline functionality has remained the same as before the upgrade (i.e. no queuing on the landline –when that line is busy the caller should simply hear the engaged tone)

2. Website

The PPG members who had had the opportunity to browse the MMC website provided feedback and were thanked for having taken time to look at the site. It was noted that there was a broken link to the complaints leaflet. Cara explained that the current version leaflet is due to be revised and will be available (along with other very useful links) as part of the new website which is due to be launched over the next 2 months. The new website will be in a more user friendly format and will take into account a long list of required improvements which had been noted by Cara/Vicki after doing a full check of the current site/linked documents last month. Once the new website is in operation it is anticipated that an “online appointment booking facility” will be enabled (when feasible). It is also possible that e-repeat prescription requests will

be an additional option at a later stage. The new website will be used in lots of different ways and will be useful as an additional method for promotional campaigns such as NHS health checks/flu clinics etc in addition to providing links to important 'self-care and general health care' information and advice and PPG info etc. A 'You said/we did' section will also be included when appropriate along with a 'patient feedback' area.

3. Complaints/Comments/Feedback

Jo suggested that it may be worthwhile if the underlying themes to complaints (suitably anonymised) are discussed in general terms at PPG meetings. This was agreed as a good idea in principle. Vicki confirmed that complaints are regularly reviewed and key factors are discussed at the Practice meetings. Any recurring themes and/or aspects needing attention or review are then promptly addressed as a 'lessons to be learnt –positive process'. Cara advised that a comments form is also being drafted to enable patients to leave feedback if they so wish whilst in reception. The form will be circulated shortly to PPG members. It was agreed that it is useful to obtain balanced feedback by ascertaining what patients feel that we already do well /what patients consider needs to be improved.

4. Repeat prescriptions

Terry advised that he has recently joined the 'Auto Prescription Service' (APS) which is provided by the Merridale pharmacy which entails the pharmacy submitting certain repeat prescription requests (in set 4 x weekly cycles) on the patients' behalf .Terry agreed to bring further information about this to the next meeting and he will then be able to update the PPG at that stage as to how he finds that repeat prescription facility compared to the usual route for requesting repeat prescriptions.

5. PPG membership

A general discussion took place about the wish to increase the membership count of the PPG group (whether actual or virtual). It was also acknowledged that the group ideally needs to comprise of a real mix of people so as to be truly representative of the diverse /varied needs/different cultures within the area which the Practice serves. The

two examples mentioned were that young people aren't currently represented as such –nor do we have anyone at the moment on the PPG from the likes of the Polish community despite there being lots of Polish patients who are registered at the Practice. 'Street life' was suggested as a possible access channel for promoting the PPG to young people.

It was agreed that the new website (once launched) could be used to help promote the aims and aspirations of the group more pro-actively in addition to mentioning topics which the PPG are involved in as this may attract more interest from other patients from a wider variety of backgrounds. There was also some discussion about whether at a future time it may be worth considering having occasional sub groups on specific topics as those with a particular interest or knowledge about such topics may then wish to have input.

6. AOB

The 'Charity question' There was a brief discussion about this as it had been included as an agenda item. Jo said that there were a number of important considerations and said that there may be some other steps which may be more suitable. Jo kindly agreed to cover the key points at the next meeting for general discussion –so this topic is to be added as an agenda item for the next meeting

Information screens –Shortly it is anticipated that there will be display screens in reception on which important health care info/campaigns will be promoted along with important Practice related information for patients to browse whilst waiting to go into their appointments. This is one of many measures being planned to improve patient information and the patient experience.

New machine in reception – It was noted that this has proved very popular since it's arrival on 8th Feb. It is very easy to use and it measures patient's blood pressure, pulse, height, weight and BMI and produces 2 print outs of the patient's readings (1 for the patient to keep – the other for handing in to reception so that the details can be noted on the patient's records). Other machines are also expected soon which will measure cholesterol and blood sugar (HBA1C) levels.

6 tips if you are going to see your GP One of the group mentioned that they had recently read a very useful article about this so that the patient and the GP get 'the best' out of the patient's appointment. It was agreed that it may be worth considering similar articles for the display screens, website and Practice publications ('what patients can expect –what we need patients to do' being topics which are due to be included within general information for patients)

7. Date of next meeting

Tuesday 16th April at 11.30am (Please note this slightly earlier start time as the meeting room is booked for 2 other meetings which follow at 12.30pm)

Everyone was thanked for their input –with thanks to Jay for having supplied the lovely biscuits

Cara (13.3.13)