**Brinsworth & Whiston**

**Medical Centers**

**Patient Participation Group (PPG) Meeting:**

**Minutes of Meeting held at Whiston Medical Centre on 03.04.2017**

**Attendees;**

Chris Fowler (CF - Chair)

Cecily Taylor (CT - Treasurer)

George Skinner (GS)

Margaret Goddard (MG)

Susan Martin (SM)

Jan Venkat (JV - Business Manager)

Dr Sushama Chintala (SC – Attended part way through the meeting)

Jenny Vernon (JVer)

**Apologies;**

Trevor Vigrass (TV)

**Non Attendees;**

Pat Seyboth (PS)

Linda Kingswood (LK)

Jennifer Venton (JenV)

**Agenda Items:**

The Main Topics discussed were the following;

1. **Welcome & introductions**

All members present were welcomed and thanked for their attendance.

Some disappointment was expressed as no Brinsworth based members attended.

1. **Previous minutes from the PPG meeting held on 6th February 2017**

Agreed as accurate.

1. **Action items**

1. **Area Wide PPG Meetings**

G.S advised that he would be willing to attend meetings on behalf of the group (when available).

***Update 03/04/17 - GS indicated that the March meeting had again been interesting and informative he provided an overview of the meeting which included a virtual tour of the new A&E department and information relating to the area wide issue and impact relating to patients not attending for appointments. JV said that this was being proactively addressed at Brinsworth and Whiston via the use of text reminders.***

***It would appear that the materials and handouts available at the meetings are not being received at either surgery (JV/JVer to check and request).***

***GS indicated he may not be available for the next meeting (scheduled for June 6th) MG said she would try to attend.***

1. **Garden Area at Whiston site**

SM raised concerns about the untidy nature of the garden and area surrounding the Surgery a concern supported by a number of notes retrieved from the suggestion box in reception.

***Update 03/04/17 – it was noted that little had been done recently and concerns were expressed that things may quickly escalate given that we are now moving into spring/early summer.***

***JV again re-iterated the difficulties experienced in engaging with gardeners. GS agreed to make enquires and, if possible, supply JV with contact details for council based/related resources.***

1. **Continuity of appointments with a specific Doctor**

A question regarding ‘continuity’ i.e. ability to see the same doctor for ongoing complaints was raised via the suggestion box.

***Update 03/04/17 – This would still seem to be an area for concern. In addition to previous recommendations it was suggested that where follow up appointments were necessary these should be booked before leaving the surgery in order to minimalise future delays.***

***To be monitored - ongoing.***

1. **Publicizing the PPG and its Members**

It was suggested that some doubts regarding the current status of the PPG had arisen following the removal of the group photo from reception at the Whiston site.

***Update 03/04/17 – JV took some sample photographs during the meeting to see if these would be suitable for printing and displaying. It was agreed that assuming the images were suitable further pictures would be taken at the next meeting (thus giving the more ‘reluctant’ members a chance to prepare).***

1. **Concerns over Prescription Delays**

***Update 03/04/17 – JV confirmed that Staff are continuing to review which patients are on stable/regular medication to see where a 6-12 month agreement can be implemented.***

***SM said she had encountered an issue with the availability of certain specialized medications. However other members of the group indicated that they had experienced similar problems suggesting that this was a more widespread possibly national problem and was not limited to specific drugs.***

1. **Telephones and Message handling**

Concerns were raised over the consistency in telephone answering and reports of some messages not being passed on correctly, no specific details were available and it was suggested/requested that any further reports might be accompanied by details of the person(s) involved if possible.

***Update 03/04/17 – In-house training to be given.***

***The group did however praise the work done by the receptionists who it was agreed are generally approachable and sympathetic when dealing with patients.***

1. **Blood tests prior to Health Checks**

MG suggested that introducing ‘fasting’ blood tests prior to health checks might save time and resources as these were often requested due to ‘normal’ tests being inadequate.

***JV to consider and respond at next meeting***

1. **Queuing system at Whiston**

3 Notes were retrieved from the suggestion box relating to the queuing system at Whiston and the withdrawal of the numbered tickets.

***This was a concern supported by all the members present at the meeting.***

***Options were proposed and discussed - the following system was agreed;***

***Patients would be seen in the order of their appointment time – not the time of arrival***

***Nurses would call their own patients through.***

***Reception staff will call the next patient to see the doctor.***

***A notice will be posted adjacent to reception explaining this.***

***To be reviewed at the next meeting.***

***(The long-term aim, when finances permit, is to introduce an automated system similar to the one in use at Brinsworth)***

1. **AOB (Includes items raised and comments received via the Suggestion Box)**

* *CF indicated that a new patient had indicated an interest and would like to join the group. It was agreed that they should be invited to the next meeting*
* *GS asked if there had been any change in the number of registered patients.*

 *JV indicated that numbers had increased slightly.*

* *GS asked if there was any feedback relating to the recent revisit by the CQC assessor.*

*JV advised that the formal report had not yet been received, but that the meeting and inspection at both sites went very well. CF confirmed that his meeting with the assessor had been short but seemed positive.*

* *MG mentioned an initiative aimed at withdrawing some specific items from prescriptions.*

*JV indicated that any national initiative would be implemented once guidance had been received.*

* *CF indicated that he had recently had issues whilst trying to use the on-line system to book an appointment at Brinsworth.*

*JV agreed to investigate (CF offered to assist if the problem could not be identified)*

1. **Date of Next PPG meeting:** A number of members indicated that they may not be available for what would normally be the next meeting date – i.e. early June.

As a result it was agreed that the meeting be postponed until a more suitable date, after a diary check the next meeting was scheduled as follows;

Brinsworth Medical Center - Monday 24th July 2017 at 14:00.