**Brinsworth & Whiston**

**Medical Centers**

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

**Minutes of Meeting held at Brinsworth Medical Centre on 06.02.2017**

**Attendees;**

Chris Fowler (CF - Chair)

Cecily Taylor (CT - Treasurer)

Pat Seyboth (PS)

Jennifer Venton (JenV)

Dr Sushama Chintala (SC)

Jenny Vernon (JVer)

George Skinner (GS)

Margaret Goddard (MG)

Trevor Vigrass (TV)

Linda Kingswood (LK)

**Apologies;**

Susan Martin (SM)

Jan Venkat (JV - Business Manager)

**Agenda Items:**

The Main Topics discussed were the following;

1. **Welcome & introductions**

All members present were welcomed and thanked for their attendance.

2 new members from the Brinsworth practice were welcomed and introduced to the group - this now brings the total Patient membership to 9, it was agreed that this now means for future meetings to be quorate at least 3 (patient) members need to be in attendance.

1. **Previous minutes from the PPG meeting held on 3rd October 2016**

Agreed as accurate by those who were present.

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 06/02/17 - GS indicated that the December meeting had been interesting and informative. He has received an update regarding the meetings for 2017 and these are as follows;***

***7th March***

***6th June***

***5th September***

***5th December***

***All of the above meetings will be held at 14:00 at the Carlton Park Hotel.***

***GS then went on to provide an update from the last meeting where the major point was the announcement of a consultation process (which ended on 20/01/2017) regarding the relocation of some services relating to ‘Hyper Acute Stroke’ and ‘Children’s Surgery’ to other locations in South Yorkshire. Some materials relating to this should have been sent to the Surgery for display but JVer could not recall having received anything (JVer to check)***

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 06/02/17 – Carried over to next meeting for status update from JV***

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 06/02 – 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.***

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 06/02/17 – JVER agreed to bring a camera to the next meeting in order to progress the agreed action and post photos of group members in the waiting rooms at both sites.***

1. **Concerns over Prescription Delays**

***Update 06/02/17 - No further issues or concerns were raised regarding delayed prescriptions however a national change in the rules regarding repeat prescriptions means that patients now have to visit the surgery in order to collect signed repeat prescriptions, a process which was previously managed by the Pharmacy. Staff are reviewing patients who are on stable/regular medication to see where a 6 month agreement can be implemented***

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 06/02/17 – To remain open for monitoring***

1. **‘Bedside Manner’ during consultations**

Comments were received relating to doctors ‘bedside manner’ (sometimes being ‘abrupt’) no specific details were available - again it was agreed that any further reports might be accompanied by details of the doctor involved if possible.

***Update 06/02/17 – The group were informed that this item related to a specific doctor who had been with the surgery temporarily (i.e. a locum) and who had now left – item to be closed.***

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

* MG raised a question relating to Health Checks and the associated blood test.

It was suggested that it would be more efficient to have a ‘fasting’ blood test prior to the health check appointment in order for accurate results to be available and thus preventing the need for a second (fasting) test to be ordered?

* LK asked if additional early/late/weekend appointments could be made available for working patients who are unable to make normal surgery hours.

JVer advised that a limited number of Saturday appointments were now available (albeit at other sites)

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

CF reported that he had seen first-hand the confusion this had caused. It was agreed that the tickets (or an alternative system) be reintroduced A.S.A.P. with a prominently displayed notice explaining that numbers were allocated based on appointment times and not times of arrival.

1. **Date of Next PPG meeting:** Whiston Medical Center - Monday 3rd April 2017 at 14:00.