**Brinsworth & Whiston**

**Medical Centers**

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

**Minutes of Meeting held at Brinsworth Medical Centre on 24.07.2017**

**Attendees;**

Chris Fowler (CF - Chair)

Margaret Goddard (MG)

Pat Seyboth (PS)

Jennifer Venton (JenV)

Jan Venkat (JV - Business Manager)

**Apologies;**

Susan Martin (SM)

**Non Attendees;**

Cecily Taylor (CT - Treasurer)

George Skinner (GS)

Trevor Vigrass (TV)

Linda Kingswood (LK)

**Agenda Items:**

The Main Topics discussed were the following;

1. **Welcome & introductions**

All members present were welcomed and thanked for their attendance.

CF was disappointed to inform those present that he had received Sue Martins resignation from the Group (via e-mail). Sue has resigned for personal reasons and wished the group well. CF replied to the e-mail thanking Sue for her involvement and input during the time she was involved.

With regard to the potential new member (Denise Millen). CF had tried to contact Denise and had sent her an e-mail advising of today’s meeting. CF will follow up with a telephone call and invitation to the next meeting.

1. **Previous minutes from the PPG meeting held on 3rd April 2017**

Agreed as accurate.

1. **Action items**

1. **Area Wide PPG Meetings**

***Update 24/07/17 – PS and MG both attended the tour of the new Urgent and Emergency Care Centre at the District General Hospital on Moorgate. Both were impressed and indicated that some thought had apparently gone into the lay-out and facilities with on-call doctors being housed on-site and a much improved resuscitation area - but expressed some reservations; i.e. Automatic doors in the waiting area (to outside)could be an issue in cold weather,***

***Re-last Area Wide meeting scheduled for June 6th - MG was unable to attend and it is unknown at this stage whether GS attended the meeting, GS to provide an update at next meeting if he did attend.***

***JV subsequently forwarded an e-mail to CF confirming date for the next meeting as:***

**Tuesday 5th September 2-4 pm**

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 24/07/17 – it was noted that the grassed area around Whiston Surgery was looking much tidier. JV said that a gardener recommended by GS had been engaged and work had begun but with only limited success and some issues around attendance were being experienced.***

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

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 24/07/17 – CF noted that the current appointment system didn’t allow appointments beyond 1 month but this was not considered to be an issue***

***Item to be closed.***

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 24/07/17 – JV asked if members could provide her with a digital image (Head and shoulders) via e-mail.***

***For those members who don’t have the required technology both JV and CF agreed to take Camera’s to the next meeting. JVs e-mail address for sending the images to is;***

***Jan.Venkatraman@GP-C87009.nhs.uk***

1. **Concerns over Prescription Delays**

***Update 24/07/17 – Item to be closed***

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 24/07/17 – The importance of taking and communicating messages properly has been emphasized at internal meetings improving performance in this area will be an ongoing process.***

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

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.

***Update 24/7/17 – JV advised that this was not appropriate in all cases, so could be difficult to manage/administer.***

***Item to be closed***

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.

***Update 27/07/17 – More notes relating to this were received from the suggestions box. JV to ensure a notice is posted advising of the new process and it being based on Appointment as opposed to Arrival time.***

1. **New Member**

As noted in the ‘Welcome and Introductions’ section, 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

***CF to contact Denise Millen and extend an invitation to the next meeting (Minutes also to be sent to her)***

1. **CQC Visit/Feedback**

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

***JV advised the report had now been received and had been posted in reception at both sites – Overall rating was ‘Good in all areas’.***

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

JV indicated that a number of appointments were reserved and not visible to patients and believes this may have been the cause of the issue. ***Item to be closed***

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

* JenV advised that she had been ‘engaged’ by a Brinsworth patient who had raised a number of specific issues/concerns – JV requested that contact details be recorded/provided in these circumstances so that these ‘complaints’ can be followed up and any issues investigated fully and hopefully resolved.
* PS to see if she can get details of how to book the St Andrews Centre in Brinsworth and pass them on to JV (with a view to holding an open PPG meeting there).
1. **Date of Next PPG meeting:** Next meeting scheduled as follows;

Whiston Medical Center - Monday 11th September 2017 at 14:00.