

**Brinsworth & Whiston Medical Centers
Patient Participation Group (PPG)
14th of January Minutes of the Meeting**

ATTENDEES:

Jan Venkat(JV) – Business Manager
Jennifer Vernon
Jennifer Venton (JenV)
Pat Seyboth (PS)
Marinel Simpson(Minutes)
Nigel Simpson (NS)

APOLOGIES:

Chris Fowler(CF)– Chair
George Skinner(GS)
Spencer Oates

AGENDA ITEMS:

1. Welcome and introduction

All members present were welcomed and thanked for their attendance.

2. Previous minutes from the PPG meeting held on 12th November 2018

the minutes were discussed by item as they were not received by post due to a technical problem.

3. Action Items

A) Area wide PPG Meeting:

*Next area meeting was expected t 27th November where George hoped to attend.
(Update 14/01/2019) - George was not present today.*

B) Garden Area at Whiston Site

(Update 14/01/2019) – this issue is now resolved.

C) Publicizing the PPG and its Members

C(1) - Some doubts about the status of the PPG following the group photo being removed from the Whiston site. A second attempt at publicizing the PPG was not successful (Brinsworth magazine).

C(2) - Individual photographs also needed updating to include new members. Chris suggested that anyone on todays attendees and apologies list, should be

entered as the current team **(Update 14/01/19) – New updated photographs of PPG members ready for the public board.**

C(3) - Spencer interjected that an article was placed for the next Brinsworth magazine, an article in Whiston magazine also did not appear.

(Update 14/01/19) – An article was placed for the Brinsworth magazine but did not give any significant feedback. NS mentioned he had asked for suggestions

in

his annual report but non were forthcoming and JV interjected that our customers must be happy with our service.

C(4) - Chris. Checked that the surgery I.T. systems were now up and running this was confirmed by Jan and Spenser **(This item is now resolved)**

D) Queuing system at Whiston

On a recent very busy day it was observed that no problems had occurred so the Chair proposed we move on from that historical problem. All members would like to see a Brinsworth type system installed at whiston but it would be expensive...

(Update 14/01/19) – Systems had been selected and a price quoted (check-in and queuing system) and the surgery was waiting for possible grant from CCG as it was 7k...

E) New Members

A new member was interested, they were sent a copy of the last minutes and agenda but has not contacted since.

(Update 14/01/19) - No new members were present.

F) Open Meeting

Volunteers were asked to carry out at a survey of Brinsworth patients in the near future Jennifer and George hoped to attend a day or two next week.

Survey questionnaires were handed out during a recent Flu Clinic by Chris and Nigel and around 21 patients filled one in. A number of minor concerns were raised verbally especially appointment availability at Whiston and some were still unaware that both practices were available to all patients. Chris marked the papers with a “W” to note whiston feedback but looked forward to the results as a whole from Spenser, noting any differences.

It was seen as need to repeat the notice that both surgeries can be used to further promote this message in surgery notice boards, especially in Whiston because of slower take up.

(Update 14/01/19) – JanV congratulated JenV for the job well done who surpassed Whiston numbers by far 100+ (traffic was higher at Brinsworth but still very good). RESULTS were discussed and are available through the surgery.

highest

Generally feedback was positive. Reception staff and cleanliness gaining percentage; 65% would recommend the surgery. Improvements can be to look into ways of patients access directly to departments e.g. appointments for the nurse. Technology suppliers need to be reconnected to see if this is possible. [as it wasn't on the last ask some months ago]. Surgery now has 3 staff for telephone appointments. More patient information (eg blood test results) will be available online (Patient access) and more patient education and communication about "why" things happen the way they do...

G) Bin outside Whiston site

(Update 14/01/19) – Now resolved. (bin for smokers will not be replaced)

H) Medical Staff Recruitment

The a/c unit at Whiston was discussed again but there are many changes being made to the internal structure of the waiting area - additionally the notice board was said to be overloaded and the TV could be more helpful for surgery information. (A standard TV was suggested in the survey)

(Update 14/01/19) – There is no a/c unit at Whiston. Standard TV was too expensive + TV License especially as usual waiting times were below 30 minutes. (less than 8% over 30 minutes)

More health information will be displayed with the new queuing system.

Chris asked again if JenV's wheelchair had been picked up so Jan also suggested that website space could be made for NHS equipment that could be used for others or returned to the NHS.

(Update 14/01/19) – Not been picked up A Charity could take it or Surgery could use it charitably.

4. AOB(Includes items raised and comments received via the suggestion box)

NS - suggested the website could be more user friendly especially for log in, repeat prescriptions and a suggestion tabs.

Spencer and Jan would try to get the 3rd party site to be more suitable to local. Needs Possibly a new website may be sourced.

Update 14/01/2019) - Awaiting further webmaster advice.

GS - mentioned about "Prescriptions online" but these were said to be unreliable.

Update 14/01/2019) - Jennifer mentioned slow delivery of prescriptions – over a week (Brinsworth Weldrecks) Pat also mentioned similar problems.

SO - talked about Surgery Facebook being renewed and updated which was welcomed and a general discussion followed about the intricacies of booking appointments and the

length of time spent in consultations. Jan indicated that complainants were often the ones who had longest consultations. (Update 14/01/2019 No further information)

Gritting and salt procurement was mentioned and NS suggested the Snow warden scheme – Surgery to apply online straight away

The Centre (Brinsworth) was said to be an advantageous place for future events/practice meetings.

5. *Date of Next PPG meeting:* Next meeting scheduled as follows:

Brinsworth Medical Center Monday - 11th March 2019 at 14:00