

**Brinsworth &Whiston Medical Centers
Patient Participation Group (PPG)
11th of March 2019 Minutes of the Meeting**

ATTENDEES:

Chris Fowler(CF)– Chair
Dr. Sushama Chintala (Dr.SC)
George Skinner(GS)
Jan Venkat(JV) – Business Manager
Jennifer Vernon(JenVer)
Jennifer Venton (JenV)
Pat Seyboth (PS)
Marinel Simpson(MS)
Nigel Simpson (NS)

APOLOGIES:

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 11th March 2019

the minutes were discussed by item and approved by the members as true.

3. Action Items

A) Area wide PPG Meeting:

(Update 11/03/2019) – George was unable to attend January 2019 but reported

on the November 2018 meeting. Mainly there was a new mobile app. that allowed self booking of appointments NS interjected that he had tried the system and it's possible to select Doctor, time and day. George also divulged that patients and professions were being steered towards home visits (integrated care at home) to avoid long stays in hospital he added that in some circumstance such as physio it didn't seem economic, financially and time wise...

*GS continued about centres becoming specialist units. (Abridged)
Dr. SC suggested this could increase the staffing problem we face at the moment. GS and PS suggested that visiting could be a problem. NS added*

work information from councillor seminars, that the centers are for any specialty after emergencies being treated locally.

generally A conversation followed about IT and its occasional flaws..and the difficulties of some people who were not online – usually seniors. The IT system was welcomed but it was noted that it would not be fully taken up by most in the near future.

Online Pharmacy prescriptions difficulties were a recent example of temporary IT failure resulting in late delivery...

this PS mentioned about emergency appoints being still available by telephone – was agreed as standard practice. The situation would be monitored. GS continued his report on his las Area PPG with the news that 80% of patients surveyed would be happy to buy medicines in shops and pharmacies if they were cheaper than a prescription item – as the speaker at the event had talked about wasted cost to the NHS. The example (of around 37 mentioned) was paracetamol at 19p rather than over £6/7 on prescription.

B) 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).

(Update 11/03/2019) – Chair to contact Margaret to use what [photos] we have.

C(2) New updated photographs of PPG members ready for the public board.

*C(3) An article was placed for the Brinsworth magazine but did not give any significant feedback. NS repeated he had asked for suggestions in his annual report but non were forthcoming. **Resolved.***

C) Queuing system at Whiston

New systems agreed but Surgery was waiting for possible grant from CCG as it was around 6/7k...

(Update 11/03/2019) – Dr. SC said that the reception now operated a double check on Drs number/patient calling so no one accidentally queue jumped.

D) New Members

*(Update 11/03/2019) – A new member was interested, they were sent a copy of the last minutes and agenda but has not contacted since. Despite more publicity including Facebook and Surgery web page.
PS described her personal attempts to get people to join.*

E) Open Meeting

(Update 11/03/2019) – Volunteers were thanked for the successful survey that was recently carried And the mainly positive results are noted.

F) Medical Staff Recruitment (Surgery news)

*(Update 11/03/2019) – The surgery will be decorated soon so there will be no ambiguity about an a/c unit that was thought to be functioning.
N.B. More health information will be displayed with the new queuing system screen.*

CF asked again if Jen V'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. Is still waiting to be picked up. On trying it seemed no NHS seemed to want it.

The wheelchair will be given to a local charity – to resolve the issue from the PPG.

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

The website is much better having been tweaked by SO and NS had offered some suggestions for ease of navigation.

The websites new patient appointment system had been introduced and NS said his trial run was very good, being able to chose your Dr. date and time

Brinsworth is now a collective snow warden!

Gritting and salt procurement was actioned and delivered

GS asked about a clock for the waiting room but after some merriment about “delayed”

appointments the idea was not thought necessary, as most appointments were in reasonable time.

There was a discussion about the length of appointment times from patients original request. This included a problem with reception training e.g. patient not knowing whether an appointment was “an emergency or a standard appointment” and some

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responses from staff were given members of the PPG who attended the surgery - including patients suggesting possible self diagnosis that lead to a delay in seeing a Dr.

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

Surgery of Light, Whiston - Monday the 13th of May 2019 at 14:00