

**PORTER BROOK MEDICAL CENTRE  
PATIENT PARTICIPATION GROUP MINUTES**

**Tuesday 10<sup>th</sup> December 2013**

Present:     Janice Ellis             Patient Services Manager  
               Dr Gurjit Barn         GP Partner  
               Dr Kirsty Goddard     GP Partner  
               Anne Baird            Nurse Practitioner  
               Raza Hussain  
               Eileen Nelson  
               Timothy Nelson  
               Charlie Khan  
               Jenny Bristow

Absent:       Susie Uprichard     Practice Manager & Business Partner  
               Leslie Green  
               Steve Joseph  
               Hana Hussain  
               Emma Apsa  
               Craig King  
               Alicia Clarke  
               Benedict Robinson

<b>1. Welcome to new member</b>	<b>Actions</b>
Jenny Bristow was welcomed to the Group.	
<b>2. Apologies</b>	
Apologies were received from Susie Uprichard, Leslie Green, Steve Joseph and Hana Hussain with thanks. Unfortunately, due to work commitments, Alicia Clarke is unable to attend any meetings at this time. She sent her apologies and best wishes to the Group.	
<b>3. Minutes of last meeting</b>	
The minutes of the meeting held on 31 <sup>st</sup> October 2013 were accepted as an accurate record.	
<b>4. Matters arising</b>	
Mr Nelson would like to advertise the fact that it is possible to have prescriptions taken to Lloyds pharmacy next door. This is a service which he finds very useful. Unfortunately, the Practice is unable to promote the use of any particular pharmacy. Patients are welcome to make arrangements with a pharmacy of their choice to have prescriptions collected from the Practice.  Mr Khan asked if there had been any policy change regarding repeat prescriptions. No policy changes have been made.	
<b>5. Update on Patient Satisfaction Survey</b>	
At the present time, 231 surveys have been completed. Of these, 109 have been submitted via Survey Monkey. Hopefully, we are on target for 400+ completed questionnaires by the middle of January. Receptionists are working hard to get questionnaires completed by patients whilst they are sitting in the waiting room.	

<p><b>6. Review of last year's Action Plan</b></p> <ul style="list-style-type: none"> <li>• Access – we now have additional salaried doctors and a total of 7 nurses. Maternity leave is being covered. We will see from this year's survey if this has resulted in improved access.</li> <li>• Late arrivals – there is now a policy in place. This is relatively new and hasn't been publicised yet. The issue of late arrivals has been included again in this year's survey. Assuming there is no overall change in patient opinion, we will publicise the policy in due course.</li> <li>• Waiting room TV – the Practice is under a lengthy contract with the current provider. Notice has been given. A Practice controlled TV will be investigated when the notice period is up.</li> <li>• Queuing line at the desk – it is proving difficult to establish a queuing line at Porter Brook. At the Branch Site there is a free standing sign advising patients where to wait. However, there is limited space at Porter Brook and access is needed for the disabled and pushchairs as well as having young children around who may knock the sign over. It was agreed that we should try a line on the floor with arrows on the wall to draw attention to it and a large sign on the reception desk.</li> <li>• Snow clearance – there is increased concern about road access to the Practice now that the DVLA has closed. Traffic from the DVLA used to help keep the road passable in snowy weather. The council has been contacted but it is too late to be put on their priority gritting list for this winter. They will review this in the summer. A quote has been obtained for clearing snow from the car park but if the road is impassable it is of limited use having a clear car park that no one can get to or from. Private contractors are not allowed to clear council property.</li> </ul> <p>Mr Nelson asked that we reconsider the action plan when we have the results of this year's survey.</p>	<p><b>Janice</b></p> <p><b>Janice</b></p>
<p><b>7. Report on Carers Event</b></p>	
<p>Five carers attended the afternoon drop in. They were able to talk to a representative from Carers in Sheffield and pick up information leaflets. Those who completed a questionnaire said the event had been useful, at the right time of day and they would attend another similar event.</p> <p>Given that those who attended gained all the current information available, it was thought it was probably not worth repeating for some time. A healthy living event may be next, following on from the results of the patient survey.</p>	
<p><b>8. Care Quality Commission</b></p>	
<p>There was a brief presentation on the background and remit of the CQC. Patient members were advised that they may be contacted by the CQC when the Practice is inspected.</p> <p>Mr Khan raised the point that patients who do not understand English would struggle if approached by inspectors in the waiting room. He was advised that these patients would probably be accompanied by an interpreter for their consultation and therefore this shouldn't be an issue.</p>	

<b>9. Sharing patient information</b>	
<p>There was a brief presentation on the changes to the way confidential patient information is used. The Practice is working to let patients know about these changes and the fact that they have a choice. An explanatory leaflet will be sent out by NHS England to all homes in England starting in January. The Practice has posters and leaflets in the waiting room together with information on the website and in the winter newsletter. Leaflets in other languages will be ordered if available.</p>	
<b>10. Any other business</b>	
<p>Mr Khan would like an item to be put on the agenda for the next meeting 'How happy are the receptionists in their job?'</p> <p>Mr Khan wondered how often doctors and nurses met to discuss concerns about patients. He was advised that this was done on a regular basis.</p> <p>Mr Khan made the point that some people need extra time in their consultations. He was advised that patients can ask for a double appointment if they feel they need more time.</p> <p>Mr Khan does not feel that it is appropriate for doctors and nurses to relate information about their family members who have the same condition as the patient.</p> <p>Mr Khan asked about the responsibility of doctors and nurses to explain how to take new medicines and possible side effects when they are prescribed. Dr Barn and Dr Goddard confirmed that this should be the case every time. Within the constraints of a 10 minute consultation, the patient is sometimes advised to read the information leaflet that comes with the medication for full details.</p>	<b>Janice</b>
<b>11. Date of next meeting</b>	
<p>Thursday 20<sup>th</sup> February 2014 at 6pm. Janice will hopefully have sent out the results of the patient survey at least a week in advance of the meeting to allow all members time to study them before discussion at the meeting.</p>	