

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

Thursday 31st October 2013

Present: Susie Uprichard Practice Manager & Business Partner
 Janice Ellis Patient Services Manager
 Dr Gurjit Barn GP Partner
 Anne Baird Nurse Practitioner
 Raza Hussain
 Eileen Nelson
 Timothy Nelson
 Leslie Green
 Stephen Joseph

Apologies: Dr Kirsty Goddard GP Partner
 Hana Hussain
 Alicia Clarke

1. Apologies	Actions
Apologies were received from Kirsty Goddard, Hana Hussain and Alicia Clarke with thanks.	
2. Minutes Of Last Meeting	
The minutes of the meeting held on 1 st October 2013 were accepted as an accurate record.	
3. Matters Arising	
<p>Carers Event – A Carers Event has been provisionally arranged for Wednesday 27th November. It will be a drop in from 2pm to 4pm. A representative from Sheffield Carers Centre will bring information packs and newsletters and be on hand to answer questions and give advice. It was agreed that all registered carers would be informed of the event either by text or phone. The event will be advertised on the website and on posters in the waiting room. This may help us to identify carers not on the register.</p> <p>Numbers likely to attend could not be predicted but it was agreed that there would be a simple feedback questionnaire for completion on the day. The Group will review how worthwhile it has been at the next meeting.</p>	
4. Patient Satisfaction Survey	
<p>Questions: The draft survey was discussed. Consideration was given as to whether the question about waiting time to see clinicians should be included. It was felt this may raise unrealistic expectations given that consultation lengths vary from patient to patient. It was agreed that the question would stay in to gauge the general feeling and could be explored further if needed.</p> <p>Several minor changes to the survey were suggested and agreed by the Group.</p>	

<p>Method of distribution: Susie reported that the Practice had investigated using the online Survey Monkey tool. This would give patients an alternative way of completing the form and provide the Group with detailed feedback without time consuming manual analysis.</p> <p>It was agreed that we would still hand out paper questionnaires in the waiting room as this was very effective last year. This information will be added to that collected online. The Survey Monkey link would be advertised on the back of prescriptions, on the website, on posters and via text messaging to get the widest mix of patients.</p> <p>A target of 400 completed questionnaires was set, as last year. It was felt that this number would give a good representation.</p> <p>Timescale for completion: We will endeavour to reach our target of completed questionnaires by the middle of January.</p> <p>It was suggested that it may be a good idea to draft the 2014 survey questions when reviewing the results of this year's survey so that points that arise are not forgotten. Janice to note accordingly.</p>	Janice
5. Electronic Cigarettes	
<p>The use of electronic cigarettes had been discussed at a Practice meeting and there was a strong feeling that they should be banned. The Group was asked for their thoughts.</p> <p>In addition to having no information about what substances are given off by electronic cigarettes, they look like ordinary cigarettes and give the wrong impression. There was unanimous agreement that they should be treated as cigarettes and completely banned on all areas of the site. Posters should be put up to make this clear.</p>	Janice
6. Membership	
<p>Under the Terms of Reference for the Group, membership should be reviewed annually. The maximum number of patient members is currently set at 10. We now have a waiting list to join the Group. Since it is rare that there is a full turn out at any meeting, it was agreed that this should be increased to 12 and places filled by those on the waiting list.</p> <p>Patient members thought it was important to maintain doctor and nurse representatives on the Group.</p>	Janice
7. Any Other Business	
<p>Flu clinics Having attended a flu vaccination drop in session, Mr Nelson thought it unfair that young children had been made to wait with the adults. Anne Baird said that this was the first year the new child flu vaccine had been available. The Practice will review this year's arrangements to help future planning.</p> <p>Ordering prescriptions online Mr Nelson wanted to know if there was a way to request prescriptions ordered online to be taken to Lloyds pharmacy. This can either be done via the comments box online or by setting up an instruction for all prescriptions in advance at Reception.</p>	

Shingles vaccine

Mrs Nelson wanted information about the shingles vaccination programme. Anne Baird explained that currently the vaccine is only for 70 and 79 year olds. There had been some confusion in the press. There is not enough vaccine to give to all. It doesn't prevent shingles only the pain after.

Agenda items

Any member of the Group is welcome to add items to an agenda. They should be sent or emailed to Janice who will add them to the agenda for the next meeting. Agenda's usually go out a week before the meeting. Any items to be added to the agenda should be received before then. If the agenda ends up being too long, members will decide what to discuss and what to carry forward to the next meeting.

8. Date & Time of the Next Meeting

Tuesday 10th December at 6pm