

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

**Thursday 1<sup>st</sup> December 2011 at 6pm**

Present: Dr Gurjit Barn            GP Partner  
 Susie Uprichard            Practice Manager & Business Partner  
 Natalie Phillips            Patient Services Manager  
 Anne Baird                  Nurse  
 Leslie Green  
 Emma Apsa  
 Timothy Nelson  
 Eileen Nelson

Apologies: Dr Kirsty Goddard  
 Fathir Khan  
 Judith Samways  
 Catherine Morse  
 Craig King  
 Clare Rushen

1. Previous Minutes	Actions
The minutes from the last meeting were agreed by those present.	
<b>2. Group Business</b>	
<p><b>Election of Chair, Vice-chair and Secretary</b> ~ Due to the absence of several group members it was decided to defer the selection of these posts until the next meeting. Susie would act as chair for this meeting.</p> <p><b>Member Recruitment</b> ~ Two patients have withdrawn their membership from the PPG for personal reasons. It has therefore been decided that the Group will aim to recruit an additional two/ three members before the next meeting.</p> <p>It was re-emphasized that our PPG needs to consist of a representative mix of the practice population taking account of age, gender, ethnicity, employment status and other socioeconomic factors.</p>	<p><b>Agenda item for next meeting</b></p> <p><b>Natalie</b></p>
<b>3a. The Patient Survey – Report and Analysis</b>	
<p>The patient survey was conducted over a three week period in November. Opinion was canvassed by handing out questionnaires on reception, placing the survey on the practice website for completion online and by e-mailing the survey out to our 'virtual PPG'. The Group agreed that these methods of distribution were appropriate and would ensure that the survey was as representative of our practice population as possible.</p> <p>A total of 400 questionnaires were received back; 28 arose from the virtual group and website, 372 were completed in the practice. The Group agreed that 400 was a sufficient sample size to ensure credibility (and an improvement on the National Patient Survey where 167 surveys were returned).</p> <p>It was suggested that in future surveys we could utilise our practice Facebook page in order to canvass opinion from greater numbers.</p>	



<p>response has been fair. It was questioned whether patients are aware of the standard length of time for an appointment and the fact that they can book a double if presenting with more than one problem. It was acknowledged that increasing awareness may have a positive impact on patients arriving late as well.</p> <p><b>8). Awareness of Website, Extended Opening Hours &amp; Online Repeat Prescription Ordering</b> ~ The Group decided that we need to publicise the above more effectively. Thought was given to installing posters in the waiting area and advertising on scripts, recall letters and back of appointment cards. The introduction of a PPG leaflet and practice newsletter was also suggested as a means of improving communication with our patient base.</p> <p><b>9). Opening Times</b> ~ 70% of respondents are happy with our current opening hours. Of the 30% who were not, many suggested opening at times we are already open, hence raising awareness is the key factor here.</p> <p><b>10). General Satisfaction</b> ~ Positive response overall. No further action was suggested.</p> <p><b>11). Health Promotion Events</b> ~ Mixed response. The Group decided that it would be beneficial to conduct a further questionnaire to determine which health promotion events would be most popular and at what times patients could attend.</p> <p><b>Patient Demographic</b> ~ The Group was pleased that the survey reached out to a representative mix of our practice population as depicted in the age, gender, employment status and ethnicity charts. The variety of responses fits our practice profile.</p> <p><b>Comments</b> ~ Many positive comments were received, the majority of which were based on the politeness/ helpfulness of the staff.</p> <p>The majority of respondents commenting on areas for improvement mentioned not being able to get an appointment quickly. A proposed action was to feed this back to the Access Group for further consideration. Another theme was the waiting room being too warm; Susie suggested that this could be investigated.</p>	
<p><b>4. Practice News</b></p>	
<p>During November the practice changed clinical computer systems. The new system should future proof the practice to ensure that we continue to deliver high standards of patient care.</p>	
<p><b>5. Any Other Business</b></p>	
<p>None was discussed.</p>	
<p><b>6. Next Meeting</b></p> <p><b>The proposed time/ date for the next meeting is Thursday 26<sup>th</sup> January at 6pm.</b></p>	<p><b>All to note</b></p>