

Patient Participation Group Meeting

Porter Brook Medical Centre

12th November 2015

Present: Dr Kirsty Goddard, Susie Uprichard, Adam Havenhand (IT Manager), Robert Bragg, Tim Nelson, Charlie Khan, Dineke de Jong, Jenny Bristow, Sam Bussey and Pip Fitzsimmons (notes)

Apologies: Jo Grant and Steve Joseph

Minutes from last meeting accepted as an accurate record

Matters Arising nil	ACTION
AGENDA	
<p><i>Student Health PPG membership update:</i> meeting to be arranged with Student Union manager and SHU branch site manager regarding student representation on PPG. SB, JB and JdJ volunteered to meet with them if this can be arranged. PF to liaise with them and Student's Union and MV (SHU Branch site manager)</p>	PF
<p><i>Waiting room media screen:</i> some suggestions have been put forward as suitable material/topics:</p> <ul style="list-style-type: none"> • Advertise brief headlines of all posters in the waiting room on the screen with reference number to locate the poster • Staff profiles with their specialities • Vaccination campaigns • Run different PowerPoint presentations according to clinic for health promotion • Advertise that Porter Brook is a training practice therefore we may ask to visit a video of the consultation with GP registrars • Screenshots how to order prescriptions online, etc • Feedback including Friends and Family questionnaires <p>All agreed slides need to be brief and concise as hopefully patients will not be in the waiting room for too long.</p> <p>Consideration also needs to be given to patients unable to read or speak English. As the media screen is being piloted, the impact will be monitored over the next few months, comments will be logged and further consideration will be given to this and any other issues identified.</p> <p>Some suggestions were made regarding practice team with suggestions of more of a 'personal touch', such as saying 'hello' in the waiting room to make patients feel more welcome. Majority agreed this would be the ideal however balancing the pressures of time and workload it is not always possible but this will be fed back to the wider team.</p> <p>PF to update PowerPoint presentation with these suggestions and screen to go live December 2015</p> <p><i>Additional suggestion:</i> Telephone system – add an 'information' option, this could include details of opening times, how to sign up for online</p>	<p>PF</p> <p>AH</p>

services etc. AH to take forward.	
<p><i>GP comparison survey:</i> The practice has improved since last quarter in the following:</p> <ul style="list-style-type: none"> ▪ Generally, how easy is it to get through to someone at your GP surgery on the phone? Last Qtr 81% Current 91% ▪ Did you have confidence and trust in the GP you saw or spoke to? Last Qtr 92% Current 97% ▪ Did you have confidence and trust in the nurse you saw or spoke to? Last Qtr 91% Current 97% <p>Please see the attached PowerPoint Presentation for more information and GP Patient Survey website for current feedback (https://gp-patient.co.uk/practices/C88007?term=Porter+Brook+Medical+Centre)</p> <p>GP comparison survey to be reviewed every six months to see if there have been any changes.</p>	
<p><i>Practice Website:</i> Practice IT Manager was present at the meeting and able to comment on the following queries regarding the website.</p> <p>Different versions for mobiles device or devices and iPad and the links don't always work. IT Manager to look at this</p> <p>Some amendments have been made following emails such as making the fonts clearer also links to 'your health' is now pre-populated with standard information from NHS Choices</p> <p>Patient Participation Group minutes have been repositioned so it's easy to find them.</p> <p>IT manager was also able to give a demonstration of other areas of the website such as 'translate' area which gives fairly accurate translations of text. He also demonstrated areas such as 'depression questionnaire' and informed the group when this is completed online it triggers a response which is then reviewed by one of the GPs. Similarly all asthma reviews completed online are forwarded on to the GP lead.</p> <p>Any other suggestions from the group regarding the website or the media screen to be emailed it to PF.</p>	AH
AOB	
<p><i>Interpreters:</i> issues with interpreters not always understanding the dialect, thus patients use a family member or someone in the community to translate. Interpreting Services are currently under review and SU will keep the group posted regarding this</p>	SU
<p><i>PPG minutes:</i> last set of minutes on display in the Waiting Room aren't current. PF to ensure these are always up-to-date.</p>	PF
<p><i>Future PPG Dates:</i> PF to circulate dates in January for 2016 rotating Tuesday, Wednesday and Thursdays.</p>	

NEXT MEETING: 26th January 2016 *to be confirmed*