

**PORTER BROOK MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP MINUTES**

**Thursday 12<sup>th</sup> February 2015**

Present: Susie Uprichard Practice Manager & Business Partner  
 Janice Ellis Patient Services Manager  
 Dr Gurjit Barn GP Partner  
 Katie Wight Practice Nurse  
 Charlie Khan  
 PJ Hughes  
 Dineke De Jong  
 Sam Bussey  
 Robert Bragg  
 Jenny Bristow  
 Steve Joseph

1. Apologies	Actions
Apologies were received from Kirsty, Shirley, Sarah Jane, Raza and Tim with thanks.	
2. Minutes of the Last Meeting	
The Minutes of the meeting held on 12 <sup>th</sup> November 2014 were accepted as an accurate record.	
3. Matters Arising	
None	
4. Membership of the Group - update	
<p>Due to personal commitments, John Illingworth has been unable to attend any meetings since joining the Group and has submitted his resignation. This leaves vacancies for 2 patient members. The Group decided that these should remain unfilled whilst efforts are made to recruit patients from underrepresented groups. Janice will ask clinicians to suggest patients to approach.</p> <p>Susie informed the Group that Janice was leaving the Practice at the end of the month and this would be her last meeting.</p>	<p align="center"><b>Janice</b></p>
5. Update on Action Plan	
<p>Prior to reviewing the action plan, the Group looked at patient feedback received since the last meeting:</p> <ul style="list-style-type: none"> <li>• Friends and Family – data has been available since December. 446 feedback forms had been completed at both sites in December and January. There were many positive comments including ease of getting appointments and short waiting times with 93% of patients likely or very likely to recommend the Practice. Negative comments were mostly individual issues and it was felt that there were no new themes to pursue.</li> <li>• Comments and Suggestions Book – 2 comments had been received. Both issues had been resolved and no further action was needed.</li> <li>• New website feedback – there had been one request for the re-introduction of toys and jigsaws for children following the reinstatement of magazines in the waiting room. Infection control issues ruled this out.</li> <li>• GP Patient Survey – the updated version released in January 2015 reflected feedback from July to September 2014 and confirmed that the areas selected for the Action Plan had been correct.</li> </ul> <p><b>Running late for appointments</b> – As agreed at the last meeting, a further waiting time audit had been carried out, 3 months after the first. The current and previous audit</p>	

<p>results had been circulated prior to the meeting. There had been a slight improvement on doctors' waiting times with 70% of patients being seen within 10 minutes of their appointment time compared to 66% at the beginning of November. There was little change in waiting times to see a nurse with 83% of patients being seen within 10 minutes of their appointment time. Actions agreed in the plan had been carried out. Differing consulting styles and patient problems together with late arrivals make it difficult to always keep to time. It was agreed that waiting times would continue to be monitored and reviewed in the summer. Receptionists will continue to make patients aware when clinicians are running late giving the option to rebook. Information on waiting times will also be fed back to clinicians. Standard appointment lengths and the ability to book double appointments will continue to be publicised and reinforced at every opportunity.</p> <p><b>Getting through on the telephone</b> – Updated information on calls received, answered and abandoned had been circulated. However, as a relatively new system, there had again been glitches in the data making comparison difficult. The data did show that the average number of calls answered by the reception team in January was 231 per day, with the highest volume on Mondays. With only 12 lines coming into the Practice, some of which are used by others – e.g. Duty Doctor and admin staff, there will inevitably be a wait to get through at busy times. Receptionists have reported an increase in the number of queries/problems patients want to raise in one call, increasing the average call length. The Practice aims to have 2 receptionists answering the phones at all times with 3 at busy periods and has employed an extra part time receptionist from January to assist with this.</p> <p>There has been a steady rise in the number of patients booking appointments online (133 in January) and cancelling appointments by text (184 in January). If this trend continues, the volume of calls coming into the Practice should reduce giving a speedier response time. The Group will continue to monitor and consider proactive ways of getting more patients to sign up for these services.</p> <p><b>Magazines in the waiting room</b> - Magazines are being used well and positive feedback has been received.</p> <p><b>Texting of test results</b> – As reported at the last meeting, the working party is concerned that the system is not sufficiently advanced at this time to implement the proposal. The Group asked that the working party monitor developments to the system and review as and when appropriate.</p> <p>Viewing test results online is likely to be introduced in 2015/16 as part of the SystemOnline services patients can sign up for. This may reduce or eliminate the need for texting.</p>	<b>Janice</b>
<p><b>6. End of Year Report</b></p>	
<p>The Group were shown the end of year reporting template which would need to be completed by the end of March. Susie, Janice and Jenny had done some initial work on the report which will be circulated to all members after the meeting for their input. The final version will be sent to all members for approval. Patient members confirmed that they would be happy for Jenny to sign off the report on their behalf.</p>	<b>Janice</b>
<p><b>7. Future Plans for the Group</b></p>	
<p>Members were asked to give some thought to:</p> <ul style="list-style-type: none"> <li>• How the Group could build links with the local community/compile a directory of support groups for patients</li> <li>• Ways to recruit more student members in September</li> <li>• Getting involved in a recruitment drive in the waiting room to get patients signed up for SystemOnline services.</li> </ul>	

<ul style="list-style-type: none"> <li>Any possible future events the Group might wish to organise. One suggestion was to hold an open surgery giving patients an opportunity to meet with PPG members. This would raise the profile of the Group and be another way of getting feedback.</li> </ul> <p>Susie and Jenny asked the Group to consider whether, in the interests of building stronger working relationships, the members thought it would be worthwhile taking time to get to know each other away from meetings. The general feeling of those present was that their time available to give to the Group was limited and a good starting point would be to make one of the meetings less formal.</p>	
<p><b>8. Any Other Business</b></p>	
<p>None</p>	
<p><b>9. Date of Next Meeting</b></p>	
<p>Wednesday 22<sup>nd</sup> April 2015 at 6pm in the Meeting Room</p>	