

Minutes PPG Meeting – 11.01.2016

Present: Atiya Alam-Jones (Practice Manager) Dawn Riley (Deputy Manager), Roger Parkin, Tessa Parkin, Pauline Corner, Sarah Judson, Greta Llewellyn-Jones, Patricia Vincent, Joanne Swift, Michael Hemmerdinger, Cicely Weekes.

Apologies: Sarah Johnson, Jayne Muspratt, Margaret Short, Alistair Tranter, Angela Woodworth.

Introduction: Atiya thanked everyone for coming.

Annual General Meeting - Greta Llewellyn-Jones:

We had good feedback from the 'Fountains Festive Fair' from the stallholders, staff, volunteers and PPG members. The general consensus was that the fair helped raise health and wellbeing awareness and helped to put Fountains on the map. There are a few suggestions for the next annual health and wellbeing day; a different venue where all participants can be on the same floor, to hold slightly earlier, the PPG core group to help with the advertising and promotion, to start organisation and preparation at least 6 months in advance. Unfortunately we applied for the PPG grant of £250.00 from the CCG to help with some of the costings of the fair but we had no response. Greta is going to raise this point at the next CCG PPG meeting. The Practice had to help with costings as well as with some of the other money we had already acquired by previous fundraising and we had a deficit of £66.90.

Greta suggested that as well as having a core PPG Group we need to have 1 person to be the chair. It was suggested by the PPG members that the chair should be decided by the PPG core Group; Greta Llewellyn Jones, Sarah Judson, Patricia Vincent and Tessa Parkin. The core PPG Group will be meeting on a monthly basis and this will be the first Tuesday of every month starting from Tuesday 2nd February 2016. If any other PPG members would like to join the core group please contact Dawn Riley via email elms.medicalcentre@nhs.net or telephone 01244 351000. Greta also raised that the PPG 'Terms of Reference' need to be checked and formalised.

Actions:

- Terms of Reference formalised,
- Greta to raise at the next CCG PPG meeting re the grant applied for and no response
- Core group to nominate a chair person
- Core group to start organising a mental health awareness day for the summer
- Core group to contact British Heart Foundation regarding first aid courses they offer monthly for our patients
- Core group to continue with ideas to help raise money for the Elms Equipment Fund

Action Points from PPG Meeting 7.9.2015

Student Registrations:

In our September meeting we thought that we were unable to have a presence at the Fresher's Fair this year but we did get an invite very last minute from Dr McKenzie to have an attendance. We organised a student leaflet for the Fountains with the 4 GP Practices and a health questionnaire and we attended the event as a collective. When the student registration forms were returned Atiya was in charge of divvying out amongst the 4 Practices to ensure we all got an equal amount. We have had a great response in comparison to the registered students we have last year which has jumped from 30 to 100. Dr McKenzie has also invited us back to attend the University on Wednesday 13th January 2016, to help capture more students who have not yet registered with a GP.

Patient Waiting Area:

Feedback from patients regarding the waiting area was that it felt quite cold and unfriendly. It was thought that the layout of the chairs could be re-arranged as they were previously in long rows facing the calling in screens – this has since been changed. We have also moved the self-monitor BP machine back into the waiting area from the corridor as it was not getting utilised there and still needs to be promoted more. Chester Art Network has also hung paintings in the waiting areas.

Fundraising

It was felt that fundraising needs to continue for the Elms Equipment Fund and raffles will be organised throughout the year and a hamper to be organised for January/February.

Updates

Patient Online Access

As of the 1st April 2016 patients will be able to view a summary of their medical record. Patients will still have a choice to view more of their medical record if desired but will still need to follow our procedure of putting the request in writing and authorised by a GP. The Elms have reached 37% the CCG target of EPS registrations.

Patient Survey 2015/2016

The Practice Patient Survey will be running throughout the month of January. We have used the questionnaire which was agreed by the PPG last year and we will have the results at our next PPG meeting in March.

Friends & Family Test Data Analysis 2014/2015

The Friends & Family test will be carrying on for 2015/2016. We have summarised the comments and actions the practice have taken as follows for 2014/2015

- **More GPs to help with waiting times and appointment access**
The Practice employed a new salaried GP in August 2015 when moved to the new premises for 8 sessions per week.
- **Car Parking Issues**
The car park attached to the new premises is owned by the Council. Patients were made aware for some time before we moved to the new premises that there would be a fee for car parking.
- **New Surgery at Blacon**
We are going to be part of the new Development at the Parade in Blacon but unfortunately we have not been given any feedback recently on when this may be.
- **Telephone Appointment System – New Premises**
We have had a new phone system since the move to the new premises and we did anticipate a few issues when adopted the system. Unfortunately with this new technology there have been some teething issues and the telephone providers have given us software to enable us to analyse and keep track of our telephone traffic. It will enable us to see how many calls are waiting on line and if we have had any abandoned calls due to patients being on hold. This is proving an invaluable tool for us to ensure that we are staffed appropriately on busier times and enables the practice to analyse our performance on telephone skills.
- **Envisage Screen Waiting Room**
There were a few issues with the new screens when we moved in, they are now up and running and are changed on a monthly basis with new campaigns and information.
- **Waiting Room - Layout**
When we first moved in the waiting room did not have any noticeboards, and the layout was quite impersonal. There have now been noticeboards put up with a clock in the waiting area. The seating arrangements have also been changed and the self-monitor blood pressure machine moved into the area.
- **Queuing at Reception & Car Park Validation**
We have recruited 5 new members in the administration team and are now able to have 2 staff members on the reception desk the majority of the time. The Practice are also ordering a second car park validation machine, to help speed up the process and avoid lengthy waiting times. Staff members do also remind patients that they can have their ticket validated at the pharmacy if picking up prescriptions on their exit.

- **Positive Feedback**

Very good receptionist

Carry on doing the good work

Great service

It was excellent

Staffs are always incredibly helpful and supportive

Excellent relaxing surroundings

Received excellent treatment from the reception, doctor and pharmacy

Any Other Business

Car Park Charges:

Our concession rate of £1.00 for 2 hours is for 2 years, this is only due to go up if the council put the overall prices of their car park charges up.

Nurses:

PPG member wanted to praise our Nurse Team for all their excellent work.

PPG Meetings Scheduled for 2016/2017:

PPG members have suggested we try different times for our meetings to ensure we are catering for everyone.

The next meeting scheduled for 14th March 2016 will be held at 4.00pm.

PPG MEETINGS SCHEDULED FOR 2016/2017

Monday 14th March 2016 @ 4.00pm

Monday 13th June 2016 Time to be confirmed

Monday 12th September 2016 Time to be confirmed

Monday 9th January 2017 Time to be confirmed

This will also be displayed in the surgery and our website.