

Patient Participation Group Meeting

Monday 21st August 2017 at 6pm

Conference Room

MEETING MINUTES

Present:

JF (Practice Manager), LL, AH, IH, DP, TF, JB, MB, HJ

4. Practice Services

- Urgent Care

- Slide Show needs looking at to follow through info on second screen
- **AP** - Big Poster
 - UCC 'What you might have missed'

5. Patient Experience

- Effective Communication

- Positive Communication
 - Positive result / impact / service
 - Like GPs taking time to listen and show compassion
- **AP** – Some receptionists don't tell the GP's name. Action Retraining
- **AP**- Texts don't tell GP's name (Pre-sets). Action Point
- Continuity and Empathy – likes to have a rapport with GP
- Telephone triage
- Blood tests in Nottingham – Hospital blood results not being sent to hospital

- Patients being called from the waiting room

- Pts cannot hear who is being called
 - People struggling to hear – wasting time
- Signage should be placed lower
- Primary language – should be considered
- Methotrexate monitoring – HCA training
- Booklet for pts
- Missed bloods patients picking up on it
- Call time
- Possibly charging per appt

- Information Available to Patients

- Educating pts – Young Mums
- **AP** – Not enough information leaflets in Waiting room
 - like the ones on TV
- **AP** – Sharps bin – Council – More Information
 - Info to be displayed – Website / Waiting room

- Patients toilets / Toilet code issue

- Patients need to use the toilet
- **AP** –Blue lights to be installed in patient toilets
 - Discontinuation of the problem?
 - Portion of the PPG money to be used for the blue lights.
 - Vote passed

- Toilets to be open between 8am-6:30pm, unless in an emergency situation

6. Donations / Practice Improvement

- **Medication – That is brought back for disposal**
 - **AP** - Run a campaign. PPG Ideas:
 - If you don't need it don't order it
 - Don't tick unless your sick – PPG Poster
- **Signage on GP doors.**
 - **AP** –Research possible signs to be put up to add clarity to the building in terms of which doctor is based in which room.

7. Patient Car Park

- **AP** - PPG are on side – Problem with congestion
 - Delivery Drivers
 - More Resources

8. AOB

- **Fundraising**
 - Fete in the Car Park
 - For PPG take ownership
- **Conclusions – Meeting Details**
 - 6:30pm start time
 - To be repeated Monthly
 - Chair of the meeting - LL
 - Admin Support – CM