

Patient Participation Group

Thursday 19th February 2017

Summary of Meeting held at Parkview Surgery

Present

Mrs Suman Bahra (Practice Manager)

Victor (Admin)

Kathy (Receptionist)

PPG Members:

Carmen Edwards

Shirley Lench

Rodney Scott

Apologies

Welcome

Suman welcomed the PPG members and opened the meeting.

Practice Changes

Suman explained that Natasha the previous practice manager has now left and she is now the practice manager, and only joined in July 2016. Suman

explained that she had had a look at the previous report and confirmed that we have made progress with the actions that were planned to happen.

Suman apologised that she could not meet with them earlier and if they could introduce themselves and introductions were done.

Suman explained that she had had a look at the previous report and confirmed that we have made progress with the actions that were agreed with the previous members.

The following highlighted actions that have been addressed and the changes that have been implemented:

- **Appointments** we have changed the appointment system so we have more flexibility and choice for patients, pre bookable appointments up to 2 weeks, on the day appointments, appointments that open up 24 hour and 48 hour prior to days.

We have 4 Dr's now. We have a nurse available late night on Monday and Wednesday.

- **Fees** , a hand-out has been created for the patients which shows services and the fees charged and this was showed to the members, which they approved off.

Surgery updates:

- **Grant -we have applied** for funding to improve the front area. This will include parking for bikes, scooters and wheelchairs. The garden and pathway will be tidied up.
- **On Line access** -we are strongly promoting this service as it will help take the pressure off the phones. Suman asked what the current PPG members thought of the online system.

PPG –suggested that a step by step guide would be helpful as some struggle to register on to the online services.

- **CQC results** -The Care Quality Commission came to visit As part of the quality inspections of all GP Practices, the CQC inspectors visited us on 13th September 2016. The CQC inspection team included a CQC Inspector, a GP and a patient an expert by experience. The copy of the report can be found on the CQC website and we will be adding the results to our website.
- **Neighbourhood workshop** for PPG members was discussed and interest was shown
- **Advertising the PPG Group to generate more members** –we have put up more posters in the waiting area and advertised this on the surgery website.

Practice Questionnaire

The Practice Questionnaire was discussed with the PPG and the questions agreed, with a view to get a current a picture of how the changes have impacted on the patients, questionnaires will be given out for duration of 2 weeks.

Actions for the practice as agreed with PPG:

- **Survey questionnaire** to be filled by patients. Forms will be in reception. Reception, Doctors and the nurse to prompt the patients to fill the questionnaires in. Once the forms are completed the patients are asked to put in the forms in the suggestion box for confidentiality and only the practice manager will access the box.

PPG suggested that there should be a question encouraging the patients to give their suggestions and how we could improve the service further.

- A question will be added to the survey.

Other Business

Suman thanked the PPG members for attending. She then explained that we will now be looking for other patients to also join the PPG group as unfortunately the group has reduced in size the PPG members acknowledged this and were happy with the plan and what he had discussed.

- All the actions discussed in this meeting we aim to have completed by our next meeting.

Meeting closed.

Date of next meeting to be March 2017.