**Minutes of Patient Participation Group (PPG) Meeting of Dr. Singh & Partners and Dr. Reily & Partners**

*DATE:* Wednesday 1st March 2017 / *TIME:* 13:00 – 14:35

*LOCATION:* Main Hall, Bedworth Health Centre, High Street, Bedworth CV12 8NQ

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| *AGENDA* |
| *ITEM NO.* | *ITEM* | *RESPONSIBILITY* |
| 1. | Apologies | RC, AN |
| 2. | Minutes of Previous Meeting (31/01/17)* Matters Arising (if not covered below)
 | All |
| 3. | Feedback from PPG stand* What have we learnt?
* Any key concerns identified?
* How does this inform the way forward?
 | LC, AW, SU, AP, ANAs aboveAs aboveAll |
| 4. | Progress report from practices to include:* Telephones / computers
* Does this include check-in machines?
* Reception
* Signage
 | HJ, EGAs aboveAs aboveAs aboveAs above |
| 5. | Update on WCC funding bid* Outcome
* Options
 | ANAs aboveAll |
| 6. | Any other business (AOB) | All |
| 7. | Date, Time and Location of Next Meeting | All |

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| *ATTENDEES* |
| *NAME* | *INITIALS* | *ROLE / REPRESENTING* |
| Ross Chadwick | RC | Reception Manager – Dr. Singh and Partners - MINUTES |
|  | GS | PPG Member – Dr. Singh & Partners – Meeting Chair |
|  | LC | PPG Member – Dr. Singh & Partners |
|  | AW | PPG Member – Dr. Singh & Partners |
|  | SU | PPG Member – Dr. Singh & Partners |
|  | AP | PPG Member – Dr. Singh & Partners |
|  | CJ | PPG Member – Dr. Reily & Partners |
|  | EL | PPG Member – Dr. Reily & Partners |
|  | IR | PPG Member – Dr. Reily & Partners |
|  | AN | PPG Member – Dr. Reily & Partners |
|  | GT | PPG Member – Dr. Singh & Partners |
|  | SL | PPG Member – Dr. Singh & Partners |
|  | SP | PPG Member – Dr. Reily & Partners |
| Hillary Jackson | HJ | Practice Manager – Dr. Singh & Partners |
| Elizabeth Gilbey | EG | Practice Manager – Dr. Reily & Partners |
| Frances O’Sullivan | FOS | Practice Merger Project Manager |

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| *1.*  | *APOLOGIES* |
| *NAME* | *INITIALS* | *ROLE / REPRESENTING* |
|  | FM | PPG Member – Dr. Reily & Partners |
|  | MP | PPG Member – Dr. Reily & Partners |
|  | TR | PPG Member – Dr. Reily & Partners |
| \*RC and HJ advised that (JB – PPG Member – Dr. Singh & Partners) had resigned from PPG. GS expressed thanks to JB on behalf of PPG. |

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| *2.* | *MINUTES OF PREVIOUS MEETING* |
| Minutes of previous meeting were reviewed by all for errors and inaccuracies – none were noted and there were no additional Matters Arising that were not due to be covered during this meeting. Therefore the Minutes were approved. |

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| *3.* | *FEEDBACK FROM PPG STAND* |
| GS thanked AN for organising the rota for the PPG stand and AN thanked everyone who had helped out on the stand (LC, SU, AW, AP and AN). LC noted that the whole process had been quiet and smooth - there had been very few negative comments – the only major concern was whether patients would be able to get more appointments. SU commented that the information provided to patients was excellent. AP discussed some patient concerns re: appointment availability. AN stated that most patients he had spoken to had seen the notices – the main concern he had had was that of the communication of the new telephone number. All involved agreed that the support received from staff had been excellent.AN felt that the stand doesn’t need to continue until potentially before but certainly after the merger. AN, GS and SU confirmed that the stand would not be manned in the immediate future. AW suggested it should be after the merger only. LC agreed with this. EG clarified to HJ that the press release poster is currently on display in certain local pharmacies’ windows. GT circulated the newspaper article from the Coventry Telegraph with regards to the merger.As an aside, HJ confirmed to SU that Dr. Clive Reily (CR – Partner – Dr. Reily & Partners) would be full time initially following the merger.  |

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| *4.* | *PROGRESS REPORT FROM PRACTICES* |
| HJ confirmed the phone lines had been installed – two lines will be dedicated for Prescriptions along with an additional seven incoming lines and two outgoing lines. These will all go live on Monday 10th April 2017. The Emergency Line will be retained as will the Pay As You Go (PAYG) mobile phone currently utilised by Dr. Singh’s surgery, for vulnerable patients. LC queried whether this all means more lines for patients and HJ clarified that this is the same number as is currently between the two practices, although hopefully this arrangement should improve the system. HJ confirmed that Dr. Reily’s current telephone numbers will have a message put on them advising that patients call Dr. Singh’s number. A decision is still to be made as to whether calls will actually be diverted or whether callers will have to re-dial – AN requested that a divert is put in place.HJ reported that, of the two ‘N3’ lines between the practices, the one of Dr. Singh’s will be retained as this is more robust. Upgrading the line will be investigated in the future.HJ advised that Wi-Fi is due to be installed in the building.HJ informed the groups that an additional Jayex callboard has been procured and a location is to be decided – either above the lift shaft or just to the right of this. EG confirmed this is to go in before the date of the merge. AN clarified where patients will sit in relation to this and EL noted that many of Dr. Reily’s patients do not sit in the main waiting area but actually sit in the sub-wait where you will not see the callboard, if it is mounted in one of the proposed positions.HJ confirmed that Dr. Reily’s self-check-in touch screen machine will be upgraded. HJ clarified with AP that these machines will be mirrored, allowing patients to check in on either the one in Dr. Singh’s surgery or the one in Dr. Reily’s. SP requested potentially mounting the touch screen a little lower to assist people with height restrictions / limitations. AW stated that is was the PPG’s responsibility to communicate the messages about the touch screens and callboards. HJ agreed but also noted that staff must also bear some responsibility. HJ informed the groups that a ‘trial’ data merge is currently taking place, the results and data from this should be back within a week of its conclusion.HJ advised that two standalone servers used by each practice for third party software are to merge. HJ explained that RC is currently working to amend the messages and opening times on the phones and relevant extensions.HJ pointed out that there will be an IT engineer on site on the date of the merge to help with any problems and EG clarified that although the date of the merge is from Monday 10th April, there will actually be someone working on it from Friday 7th April.HJ had discussed with Dr. Bhavananthan’s surgery’s Practice Manager about the possibility of them moving the position of their Reception desk to where the rightmost bay of Dr. Reily’s surgery is currently located. The Practice Manager has gone away to consider this. GT clarified that the suggested position was originally where Dr. Bhavananthan’s Reception desk was anyway. HJ confirmed that NHS Property Services were coming out in the week to look at signage. There are lots of areas that require change including Reception, Sub-Waiting areas and outside signage. AN suggested front facing signage at Reception rather than side facing.LC questioned if there will be a dedicated desk for Prescriptions, whilst SL highlighted the problem of pharmacies coming for a large amount of Prescriptions and causing a lengthy queue at the Reception bays. HJ stated that the plan is for there to be a standalone Prescriptions desk. FOS was introduced to the groups and she thanked both groups for their active involvement in the merger process. FOS suggested that the aforementioned problems with Prescriptions could be alleviated with a push for the use of the Electronic Prescription Service (EPS) and Online Services. FOS suggested that PPG campaigns could help with increasing usage of these. AW queried which pharmacy you could have an EPS Prescription sent to and FOS clarified that geography isn’t an issue, they can go to any pharmacy signed up to the service. FOS discussed signage and explained that mock ups of potential signage can be sent. EG stated that the final decision must be right. HJ supported having ‘flexible’ signage rather than ‘fixed’ signage and FOS suggested ‘ladder’ format signs where names can slot in and out, similar to that as is inside the door when you enter the Health Centre building. FOS reiterated EG’s point that the final decision must be right on signage and that signage is really important. AW stressed her point of the importance of having a PPG presence at the date of the merge.SP and LC BOTH EXCUSED THEMSELVES FROM THE MEETING.AN questioned whether a message could be put on the touchscreens and RC agreed to pursue this. AW questioned whether a message could be placed on the callboard if a Doctor is running late. RC explained the difficulties of this logistically however RC also agreed to look into some form of solution to inform patients of when a Doctor is behind. |

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| *5.* | *UPDATE ON WCC FUNDING BID* |
| AN confirmed that £200 funding from the County Council had been approved and should be paid within a week. SU and AP queried whether money could be used for things other than just a banner poster. AN clarified that it has to be specifically for banner type material although it may be that it can be used for something that is re-usable / multi-use. AN believes regardless of what is purchased, receipts will need to be submitted. AN circulated some potential options and highlighted some may be cheaper than others but may take longer to produce. AN noted that the banner he is suggesting is similar to the ‘Smoking Cessation’ banner in Dr. Singh’s main waiting area. AN suggested using a company he knows of. IR offered to pass details of another company to AN.SL EXCUSED HERSELF FROM THE MEETINGIt was agreed that the banner should have a minimal, cryptic-type message to enable conversation and should communicate either the planned merge or that the merge has taken place depending on when it is to be displayed. AW felt that the less that was on the banner, the better. AN stated that it would be important to have the telephone number and the new name of the merged practice.SU suggested having some form of signage in the lobby between the external and internal automatic doors. All present also discussed having a hanging banner.As an aside, RC explained how the building is accessible during the Extended Hours surgery offered by Dr. Singh’s practice at present.The group agreed that one pull up and one hanging banner seems like the best solution and that a query would have to be made over where to place the banner. AN agreed to e-mail the group’s proposals to HJ, EG and RC. |

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| *6.* | *ANY OTHER BUSINESS (AOB)* |
| AW requested that copies of the minutes from this meeting and the past two meetings are sent to (RT – Previous Chairperson of Dr. Singh’s PPG). RC agreed to send covering letter and copies of minutes. |

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| *7.* | *DATE, TIME AND LOCATION OF NEXT MEETING* |
| **Tuesday 4th April 2017 at 1.00pm in The Main Hall** |