**Minutes of Patient Participation Group (PPG) Meeting of Bedworth Health Centre**

*DATE:* Monday 8th May 2017 / *TIME:* 13:00 – 15:00

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

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| *AGENDA* | | |
| *ITEM NO.* | *ITEM* | *RESPONSIBILITY* |
| 1. | Apologies | RC, AN |
| 2. | Notes of Previous Meeting (04/04/17)   * Matters Arising (if not covered below) | All  As above |
| 3. | Practice Update | RC / EG / HJ |
| 4. | Feedback from PPG Members   * Post-Merger * Continuing Issues | All  As above  As above |
| 5. | New PPG   * What and how? * Constitution / Terms of Reference * Chair * Future Meetings : Format / Frequency | All  As above  As above  As above  As above |
| 6. | WCC-funded Banner | AN |
| 7. | Any other business (AOB) | All |
| 8. | Date, Time and Location of Next Meeting | All |

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| *ATTENDEES* | | | |
| *NAME* | | *INITIALS* | *ROLE / REPRESENTING* |
| Ross Chadwick | | RC | Reception Manager – MINUTES |
|  | | GS | PPG Member – Meeting Chair |
|  | | LC | PPG Member |
|  | | AW | PPG Member |
|  | | SU | PPG Member |
|  | | AP | PPG Member |
|  | | EL | PPG Member |
|  | | AN | PPG Member |
|  | | GT | PPG Member |
|  | | SL | PPG Member |
| Hillary Jackson | | HJ | Practice Manager |
| Elizabeth Gilbey | | EG | Practice Manager |
| *1.* | *APOLOGIES* | | |
| *NAME* | | *INITIALS* | *ROLE / REPRESENTING* |
|  | | CJ | PPG Member |
|  | | SP | PPG Member |
|  | | IR | PPG Member |
|  | | FM | PPG Member |
|  | | MP | PPG Member |
|  | | TR | PPG Member |
| \*AN advised that TR had issued him with notice of his intention to resign from PPG. | | | |

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| *2.* | *NOTES OF PREVIOUS MEETING* |
| GS thanked AN for providing the summary of the previous meeting. These notes 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. | |

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| *3.* | *PRACTICE UPDATE* |
| GT highlighted that there had been very little in the local press with regards to the merger. AW feels that Dan Ibeziako (DI – Engagement, Communications and Marketing Lead (Warwickshire) – NHS Arden and Greater East Midlands Commissioning Support Unit) has let down the practice in terms of communications. A query was raised as to whether the notice on Reception was the current Press Release. EG and HJ clarified that DI will produce a Press Release shortly and circulate this for approval. SU commented that she hoped that the way the staff have admirably coped with the difficulties presented by the merger, will be noted in any form of press release. AN clarified that protocol will need to be followed for any communications that take place.  RC updated PPG on how the merger had gone. The first attempt at the data merge failed late on Sunday 9th April, leaving very little time to prepare for Monday 10th. The second attempt was successful but took 80 hours longer than the trial and left the practice without any computer systems for a day (Tuesday 18th). The practice has been playing catch up ever since.  EG informed the group about the Electronic Prescription difficulties, particularly the ‘double issue’ that was meant to reduce demand but due to unexpected technical difficulties, this ‘second issue’ did not arrive at the pharmacies. EG did feel that things are starting to ‘get back to normal’.  RC highlighted operational difficulties such as patients queuing at the wrong desks and not using the self-check in machine etc. | |

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| *4.* | *FEEDBACK FROM PPG MEMBERS* |
| AW felt that the practice experiences periods of quiet and busier periods.  GT raised a query about where people queue for blood results if the ‘Enquiries’ desk is closed. AW felt that, as the desk is permanently closed, the sign for the Enquiries desk should be taken down. RC clarified that ‘Desk Closed’ signs are positioned when Reception bays are closed. AN queried the need for four bays. There was universal agreement that problems can arise when staff have to step away from a Reception bay. HJ clarified that when staff have to leave Reception, this should always be covered by someone from back office, usually RC.  HJ commented that wherever possible, patients should be checking in using the ‘Self Check-In’ machine. LC and AW commented that they would direct people to the self-check-in machines, although AW commented that patients do need educating on the use of the machine. HJ and RC confirmed that some form of patient literature will be generated.  LC expressed concern about the delays caused when chemists come for a number of prescriptions – it was stressed that this can create animosity between patients. HJ and EG agreed that it will be necessary to re-engage with local pharmacies to avoid / minimise the interference caused.  AW explained that registration forms for GP Online Services had been being given out. HJ and RC expressed enthusiasm for having some form of ‘Demonstration and set up’ stand. AN reminded the group that Dr. Reily’s PPG had made a successful bid to Warwickshire County Council (WCC) for a laptop and this could be used when Wi-Fi is installed in the building. In addition, it was suggested that this should be promoted on the website. GT expressed disappointment that she wasn’t available to use Online Services to book-on-the-day on one occasion. RC expressed apologies on behalf of the practice and emphasised that it was an oversight on that particular day. It was clarified that same day appointments can be made online from 7am each day.  AP fed back a positive experience that a patient had had, which had been shared on social media.  RC explained how the telephone system worked to the group, AP expressed the difficulties from a patient’s perspective. GT queried how patients would be advised about test results, RC agreed to amend phone set up with system provider.  AW explained that some patients do not know the difference between a Health Care Assistant and the Nurse. HJ explained that staff will need to advise patients on who to see.  AN expressed that he had experienced an amount of ‘double messages’ such as hearing ‘registered with Dr. Singh & Partners’ not ‘Bedworth Health Centre’. AN pointed out that the message on the self-check-in machine is incorrect and still says Dr. Singh & Partners – RC agreed to amend and to do the same with the Jayex callboard. AW suggested moving the position of the ‘Dr. Reily’ self-check-in machine, EG clarified that this wasn’t possible. AW therefore suggested pointing out the location on the planned PPG pull up banner. SU confirmed that patients didn’t seem keen to use the ‘Dr. Reily’ self-check-in machine or vice versa. | |

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| *5.* | *NEW PPG* |
| GS suggested that discussions commence on the future of the PPG. AN expressed that the process can be as formal as PPG wishes. A query was raised amongst the group as to whether the PPG could just continue in its current format. AW suggested that the group have a dedicated Deputy Chair. GS formally nominated AN as the Chair of the new PPG. AN felt that Doctor involvement, representation and participation is an integral part of the PPG. AP queried whether EG and or HJ could perform the Doctor’s role. HJ stated that if the PPG had clinical issues to discuss then a Doctor should be present. EL clarified that Doctors weren’t always present when the Dr. Reily PPG meetings were held. A discussion took place about proposed times for the PPG meetings – evenings were unanimously rejected. The suggestion was that meetings would take place quarterly with a Doctor present. HJ agreed to attempt to have Doctor representation at quarterly meetings. HJ advised group that there was a plan in place to recruit three new GPs. AW requested that these new GPs come to a PPG meeting to introduce themselves.  HJ requested that the practice would find it helpful for the PPG to have one further ‘monthly’ meeting before reverting to a quarterly schedule. Therefore, future meeting dates and times agreed were Monday 19th June 2017 from 1.00pm to 3.00pm and Tuesday 19th September 2017 from 1.00pm to 3.00pm, both in the Main Hall.  AN was unanimously elected as Chair of the Bedworth Health Centre Patient Participation Group. SL and AN nominated GS as vice-Chair. | |

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| *6.* | *WCC-funded Banner* |
| AN explained that unfortunately the banner progress was slow. AN made suggestions for banner content, such as: information re: merger / use of self-check-in machines / location of different zones / phone number of practice going forward. SU queried the promotion of self check-in machines and commented that some patients want to check in with a person and not a machine. HJ suggested having some signage on the floor to raise awareness of the self-check-in machines. RC agreed to produce a ‘self-check-in’ machine guide. The messages to be placed on the banner were agreed. | |

SL excused herself from the meeting.

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| *7.* | *ANY OTHER BUSINESS (AOB)* |
| In Surgery Promotion  HJ suggested having balloons. RC confirmed he could source these from the Department of Health. AW suggested having a poster on the outside door of the building.  Do-Not-Attend (DNA) Rate  GS expressed concern at the DNA rate. EG suggested having a poster in surgery pointing out the costs and problems associated with DNAs. RC agreed this is something we need to reduce and planned to investigate further. *(GS subsequently forwarded his previous paper to RC; this to be circulated within these minutes and carried forward as an agenda item at the next meeting)*  PPG Surgery Presence  AW suggested having a continued PPG presence to assist with patient flow in the surgery. RC requested help from PPG on Monday mornings and days after Bank Holidays. AN agreed to ‘recruit’ volunteers from within the PPG and circulate this information. | |

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| *8.* | *DATE, TIME AND LOCATION OF NEXT MEETING* |
| **Monday 19th June 2017 at 1.00pm in the Main Hall** | |