

Minutes Limes Medical Centre PPG

Date of meeting: 23rd February 2015

In attendance

Alan Lloyd
Malcolm Hodges
Angela Hodges
Donna Cope
Andrea Swanson
Dr J. Southcott
David Hoon

Apologies

None

Welcome

Alan welcomed everyone to the meeting and asked if anyone else was expected to join the group for the meeting. Since the last meeting no new or potential members had come forward.

Approval of Minutes

The minutes of the meeting held on 26th January 2015 were discussed. Several changes (relating to where the minutes had recorded personal views) were requested and agreed by the group.

David agreed to revise the minutes and reissue later tonight.

Matters Arising from previous minutes

The only issue related to the latest survey. There being no other issues, the Chair moved the meeting onto discuss the survey as a specific issue.

PPG Questionnaire/survey

On behalf of the group, Alan expressed thanks to Angela and Malcolm for their efforts in securing the majority of completed surveys.

Alan had analysed the surveys and reported the following headlines:-

- There were 189 completed surveys
- 74% said they were able to see a doctor fairly quickly
- Only 4 people mentioned concern about the car park

- 73% said that other patients can overhear what they say to the receptionist, but they don't mind.
- 73% said the receptionists were helpful, 5% said they didn't know.
- In the narrative part of the survey, 67% said they would like the surgery to be open at different times.
- One person had mentioned about having WiFi.

It was noted that 189 completed surveys represented about 2.5% of the surgery's patients.

Regarding the WiFi point, Dr Southcott knew it was being installed, but doesn't know how accessible it will be for patients because it could be a distraction to all the information and leaflets around the waiting room. Andrea said there is a flip side to that view as it could keep patients occupied during delays.

Alan proposed the group should now decide upon which issues from the survey are worth pursuing, then splitting these into two groups; those we can do something about and those we cant. Dr Southcott suggested the group identify two or three action points over the next few weeks.

Alan handed the survey results to Dr Southcott.

Alan agreed to circulate soft copies of the results to all group members.

The group expressed their thanks to Alan for the work done in reviewing and compiling the results.

Dr Southcott suggested the group starts to consider the next survey over the next month or so. The meeting discussed how to improve data collection for subsequent surveys.

"Survey Monkey" was discussed.

Andrea said her practice makes tablets available for patients to complete their surveys. The group thought this might encourage younger patients to complete the survey.

Andrea agreed to investigate how her practice obtained the tablets.

Practice Link Role

Malcolm expressed that it was good to have the same staff member attending group meetings as this ensured continuity. The group agreed.

David said that from the recent email trail, it looked like we were going to be without a staff member for tonight's meeting despite the date of the meeting being advised to surgery

management virtually immediately after the last meeting and follow-up reminders being sent too. Further, the group expressed some dissatisfaction at the contents of some of the correspondence which had come from the surgery regarding representation at tonight's meeting.

However, the meeting recognised the situation was probably exacerbated by the fact Dr Southcott is presently away from the surgery on maternity leave. The group were keen to express they felt recent poor communication from the surgery was not due to her.

Dr Southcott recognised there had been "difficulties" regarding this issue on this occasion, but she intended to attend future meetings and thereby provide the continuity requested by the group.

Dr Southcott then picked up on some minutes from the previous meeting where Alan had commented that reception staff were unaware about both the survey and the PPG itself; and Andrea had suggested PPG involvement from surgery staff could be used as part of their personal development. Dr Southcott again accepted that communication within the practice with regards to both these points needs to be improved and that she would like to see someone in reception playing a lead role. She asked if this could be raised at the next PPG Meeting.

Alan to add to the Agenda for discussion at the next meeting.

Group Noticeboard

David said that when he recently visited his mother's surgery, there was a very clear, uncluttered Practice PPG noticeboard, which appeared to be full of useful information about the PPG. It was attractive, with bright colours and decoration. He felt by comparison, ours was poor. Further, David said we had previously agreed we need to bring more members into the group and a noticeboard is one way to attract new members.

Dr Southcott replied by pointing out the noticeboard within the waiting room which is for the group's use, and said it is there for the group to use. She felt the "Number of missed appointments" information should remain however.

One of the group said that if they attended the surgery and just started to re-arrange the noticeboard and remove a lot of stuff currently stuck to it, they would feel very awkward and uncomfortable.

Angela said the noticeboard could have the date of the next meeting.

Dr Southcott said she will arrange for a poster showing the date of the next meeting to be posted on the noticeboard.

Alan said he would check with the NAPP information received, as it may contain some promotional material for use on the noticeboard.

Future Local Meetings

No points discussed

Any Other Business

- 1) At the moment, Dr Southcott believes she will be back at work within the practice sometime during the middle of May.
- 2) Alan asked the surgery to consider if the surgery Handbook contents could be shown on a rolling display in the waiting room.

Next meetings

The next meeting for the PPG was set at Monday 13th April 2015, at the surgery at 6.30 pm.