**Patient Participation Group Meeting Minutes**

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| **Date/Time** | 13th June 2019 5pm | **Venue** | Priory View, Meeting room |
| **Attendees PVMC** | Helen Walker (HW) | | |
| **Attendees PPG** | BD, KA, HS | | |
| **Apologies** | AY, LM, SO, DL, KA, BB, SH | | |
| **Guests** | Lynda Coop (Priory View – Receptionist Supervisor) | | |

| **Item** | **Agenda Item** | **Action By** | **Action Date** |
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| 1 | **Review of Previous Minutes**  All actions were completed with the exception of the following:  BD suggested that for a wider audience we consider emailing the newsletter. **Action**: HW will investigate the process for compiling an email group for receipt of the newsletter. **13/6/19 KA asked if there was a possibility of altering the practices clinical system to indicate if a patient was interested in receiving a newsletter.** **Action**: HW to enquire with the system developers.  **Virtual PPG**  HW advised that whilst we had a face to face PPG, it would be useful to expand feedback from a wider group. This could be done via a virtual PPG. By sending surveys and asking questions to specific patient groups, the information can be brought to PPG meetings to inform services and debate.  **Action**: HW to investigate further how a virtual PPG can be set up during 2019 **13/6/19 As the PPG funding we had planned to use to administer the Virtual PPG was declined, this will be put on hold until resource within Priory View was available.**  **PPG Funding Bid**  HW advised that £200 of PPG funding has been awarded to spend on a notice board to promote the PPG and the progress that has been made based on patient participation.  **Action**: HW to purchase noticeboard and start to create a You Said …We Did section. **13/6/19 Just waiting for the wall lights in the waiting areas to be removed to provide wall space for the new notice boards.**  It was suggested that reception could ask patients if they wanted to see a particular GP when patients call to make an appointment. **Action**: HW will look into the practicality of offering this. **13/6/19 This was a question that reception would ask but this was not consistent across the team. The team will be asked to ask this moving forward.** | HW  HW  HW | By summer 2019  By next meeting  By summer 2019 |
| 3 | **Suggestion Box**  **Suggestion 1**  More on the day appointments  When a patient has swabs taken can the GP telephone the patient back with the results instead of asking the patient to come down the surgery for them.  **Suggestion 2**  Drinks machine provided in the waiting areas  HW explained that appointments were being made available and the practice was currently offering appointments three days in advance and also ring-fencing on the day appointments for urgent need. This compares favourably to some other surgeries who were offering appointments three weeks in advance. Appointments and their availability are reviewed every 6 weeks to ensure we have capacity and where we feel there is a shortage, we put on additional surgeries to cover absences.  A drinks machine has been discussed before and notices have been displayed for patients to ask for a drink should they want one.  With regard to results on swabs – this will be taken to the next partner meeting for discussion and a response will be fed back to the PPG.  **Action**: HW to review suggestion relating to swab results with partners. | HW | By Sep 2019 |
| 4 | **PPG Member changes**  There have been no member changes this quarter. |  |  |
| 5 | **Newsletter**  The Summer newsletter had been written and circulated. Feedback from the PPG for articles in the Autumn edition will be collated at the end of Summer. |  |  |
| 7 | **AOB**  **Overview of Receptionist role**  Lynda Coop answered questions on her role working on reception.   1. **What do you need to be a good Receptionist?**   *To be caring, understanding, polite and empathetic. It is also necessary to have a good understanding of how to signpost patients to other services in the area.*   1. **What do you enjoy the most about your job?**   *The variety. I spend part of my day assisting the secretary and the other part on reception. Its great that I know the patients so well and the staff in Priory all support one another. I enjoy helping people – both patient`s and the team.*   1. **What do you find difficult/Challenging?**   *Some patients can be challenging if they do not get what they want. It is difficult when we are unable to provide an appointment on the day for a patient.*   1. **How do you support the whole practice?**   *Mainly by directing patients correctly and arranging cover on reception from 7am til 7pm.*  **Primary Care Networks (PCNs) and PPG Meetings**  HW explained the move towards practices working together to deliver specific patient services suitable for the area. Priory View had just been accepted in a PCN with Thornton and Armley Medical Centre. HW wanted to know if the group were open to holding a PPG Meeting with the other two practices once a year to look at services on a wider scale and have a say in how these are developed.  After discussion, the group said they were open to it so long as the meetings were structured to give everyone a voice as it could be difficult to be heard in a larger group.  **Action**: HW to feedback to the PCN.  **Medication Review Protocol** – forward to next meeting  **DNA Update**  HW forwarded an updated notice that was being displayed in the waiting area that clearly showed a decrease in DNA appointments over the last two months. The practice felt this was as a result of updating patients’ mobile numbers and therefore appointment reminders were being sent to more patients.  **Update of Refurbishment**  HW mentioned that the doors were being replaced to enable easier access via electronic doors. Flooring is also being upgraded in the next 6 months. | HW | Jul 19 |
| 8 | **Next Meeting agreed:**  Date for your diaries:  **Thursday 12th September 2019 at 5pm** |  |  |