

Thornbury Centre for Health PPG Meeting 30.10.2019

Subject	Comments	Action
Present	PPG: CH (Chair), DP (minute taker), DR, MR, BS. Practice: EB, GB	
Apologies	TK, JR, SO'R, MP	
Minutes	Minutes of 23.7.19 meeting approved.	
Matters Arising	<p>Reception Area. Laminated instructions (A3 with enlarged font) now on display next to BP machine.</p> <p>Text messages. A txt has not been sent out to announce latest newsletter.</p> <p>Newsletter. Some left. EB stated that two new patients have expressed an interest in joining the group (probably after reading the newsletter) but had not contacted the PPG.</p> <p>Practice website. Our materials (e.g. minutes) need to be brought up to date.</p> <p>Repeat prescriptions. Clinical pharmacists to be at the Centre 2 days per week early next year.</p> <p>Physiotherapists. to be employed at the Practice but the details not yet known.</p> <p>Social prescribers. to be employed at the Practice, but this is still work in progress.</p> <p>Hospital referrals. some aspects of the system are very confused e.g. informing patients when no appointment has been made within four weeks. Need report on this at next meeting and BS will ask for an update at the next Locality PPG meeting.</p>	<p>BS/MP</p> <p>MP/BS</p>
Reception area	<p>Front desk. There are still times when no one is at the desk. There is also a need for more staff training for them to be as helpful and responsive as possible. Problem of staff turnover recognised but the matter is in hand and should be resolved within around four weeks. This is regarded as a priority.</p> <p>Tidy workplace. Things are sometimes placed on the counter in haphazard fashion including a jumble of notices of varying degrees of importance. It was proposed that a carousel would be a better way of displaying information and materials, indicating which ones are of general importance.</p> <p>Handwash needed in reception area.</p> <p>Automatic doors need to be installed on inner door.</p> <p>Toilets not working need to be dealt with quickly and "out of order" notices need to be removed when fixed. Need for recording when work is completed.</p> <p>Touchscreens hygiene. Things touched by many (e.g. touchscreen & BP machine) need to be regularly cleaned. There seems to be no policy on this.</p> <p>"Coughs and sneezes spread diseases" notice should be displayed on digital JX display with brief advice about limiting the damage.</p> <p>Television now working. Not in a good position but limited space precludes finding a better one.</p> <p>Staff name badges. Some staff not wearing them but this is only because they are new and the badges have not been made. It is policy to wear badges.</p> <p>Waiting room furniture. Some furniture on its beam end e.g. torn material on some chairs in the waiting area. This needs to be attended to.</p>	<p>GB/EB</p> <p>GB/EB</p> <p>GB/EB</p> <p>GB/EB</p> <p>GB/EB</p> <p>GB/EB</p>
Appointment status	<p>Patient-Partner system has improved access.</p> <p>A new phone system which will provide useful stats re call numbers and waiting times should help further. PPG would like to be informed when the new system is operational and would like also to know about its benefits.</p> <p>Appointments on the Patient-Partner system have risen to 80% (previously 9% by PP and 9% online). Some of those present found 80% hard to believe (it seems very high).</p>	GB/EB
CQC inspection	Practice given a "requires improvement" rating. The report is not yet available on the CQC website https://www.cqc.org.uk/ .	

	<p>Cosmetic factors seem to have weighed heavily. Old carpets and the like, also a number of things detailed are in hand and being improved.</p> <p>Next meeting of the PPG should have a report on the items that are being improved as a result of the Inspection.</p> <p>The CQC will be back for another inspection in 12 months.</p>	
GP Patient Survey	<p>A summary report showing the rating for the Practice compared with others (prepared by BS) was received with thanks. It highlighted a number of issues on which its rating is low.</p> <p>We should learn from best practice. It was agreed a group from the PPG and the Practice should visit one of the practices with higher ratings to learn how they go about their work.</p>	BS/CH/AA/MP
Patient awareness days	<p>Poor turnout for mental health day (at Brentford Health Centre on 5 Oct). However, the notice (text) was only sent out a few days before the event.</p> <p>Next awareness day to be on back problems. Probably in February 2020 and to be held in the St Johns Community Centre. There will be specialist speakers including physiotherapists.</p>	BS BS
Website	The PPG material on the Practice website to be reviewed and updated	BS/MP
Building & car park update	<p>Progress slow and contractors not responding in good time.</p> <p>Are cars being dumped again? It was suggested that having cleared out old dumped cars they were now appearing in the car park again. This will be checked.</p> <p>More staff are apparently using the car park following an increase in staff.</p>	DR
PPG membership	<p>EB is encouraging new patients to become members.</p> <p>The Committee has lost members for various reasons and needs replacements.</p> <p>The patient awareness day is a good opportunity to try to get more patients involved.</p> <p>A report on the Hounslow PPGs had inaccurate information on our group. We respectfully ask that any future information on the work of the group should be run by us before it is sent off.</p>	MP
A.O.B.	<p>Merging the practices at the Thornbury centre. No information on this subject. Barbara to raise the issue at the next LPPG.</p> <p>Text message needs to be sent out informing everyone of dates of walk-in clinic days e.g. flu vaccines.</p> <p>Problems regarding registered drugs on repeat prescriptions. The doctors or admin staff need to check that the required changes have been made to the repeat templates to avoid confusion on this question.</p>	BS MP
Next Meeting	Wed 15 Jan, 10 am to 12 pm, WTC.	