

**Patient Participation Group Meeting Minutes
Saturday 21 October 2017 at 10.00am**

Attendees: Dr Lindsey Dickinson – GP Partner at The Chorley Surgery **LD**
 Andrea Trafford – Business Manager at The Chorley Surgery
 Andy Yeomans – Chair **AY**
 Mary Hargreaves – Patient representative **MH**
 Tricia Bradley – Patient representative **TB**
 Maureen Clitheroe – Patient representative **MC**
 David Morrison - Patient representative **DM**
 Nick Baker – Patient representative **NB**
 Norman Allen - Patient representative **NA**
 Julia Sandham - Patient representative **JS**
 Susan Brock - Patient representative **SB**
 Barry Burke - Patient representative **BB**

Apologies: Faith Lees – Vice Chair
 Ivan Schofield – Patient representative
 Edward Brierley – Patient representative

AGENDA ITEM		ACTIONS
1.	Introductions – all members introduced themselves. There was excellent patient attendance and the following notes are a summarised view of discussions undertaken at the meeting.	
2.	Minutes from last meeting held on 22nd July 2017 approved.	
3.	Declarations of interest – none declared	
4.	Actions from last meeting a) Moving of patient call in screen from unused waiting room into main waiting room so that there is a screen at either side – this has been actioned and will be undertaken on 21 st Nov b) Annual report and national patient survey to be uploaded onto the chorley surgery website – now actioned	
5.	Patient Newsletters The group discussed the format of the current newsletter and where any improvements could be made. AT asked if any of the patient representative would like to work with one of the staff from the surgery to further develop the newsletter to meet patient needs, SB agreed that she would like to get involved.	Sarah Grindley to contact Susan Brock to work on

	<p>SB had some great ideas as a result of the discussions and these will be picked up by Sarah Grindley from the surgery to work with SB on for the next newsletter.</p> <p>Some ideas included:</p> <ul style="list-style-type: none"> • Having a list of regular locums – possibly with pictures • Why we use locums • What a named GP is • How clinicians use their appointments slots • GP area's of interest/specialism – focus on a particular GP in each newsletter • Staff informal information – i.e. if someone had undertaken a sponsored walk etc <p>It was also suggested that it would be useful if we could provide information on certain illnesses, i.e. common cold, minor illness etc. It was agreed that rather than put this in the newsletter, that Dr Dickinson would produce some A5 leaflets that we would put out in the waiting room for patients to take.</p>	<p>future news-letters</p> <p>Dr Dickinson to produce leaflets</p>
<p>6.</p>	<p>Patient Participation Survey 2017 Results</p> <p>The group discussed the findings of the survey. Comments were as follows:</p> <ul style="list-style-type: none"> • Survey way too lengthy – maybe that impacted on the amount of responses received • Waiting times – the patient representatives felt that the waiting times were acceptable and felt that the clinicians were obviously carrying out consultations thoroughly • Appointment queries – it was noted that we cannot meet the demands of all our patients and that the appointment system in place currently meets the demands of the majority of our patients • General improvements – it was asked if we provide anything for the visually impaired with regard to the call in screen in the waiting room – a note is put on the clinical system for the clinician to go and collect this patient from the waiting room, however it was asked if the system could have 'voice' call in • Reception – area sometimes overcrowded and could compromise confidentiality. Various options were discussed and the PPG to think about ways in which this area could be enhanced • Waiting room – a water cooler was suggested along with air conditioning/ventilation as it sometimes get quite hot and stuffy • Prescription queries – a query was raised regarding not 	<p>AT to work with PPG on next survey</p> <p>AT to find out if the 'voice' call can be put on the system</p> <p>AT to look into costs of having</p>

	<p>knowing what is happening to their prescription once it has been submitted, they sometimes end up ringing the surgery to see where it is or what is happening with it – this is mainly when an acute one off item has been requested as there is no communication back with the patient – LD to look on the clinical system (EMIS) and see if there is a function that allows the GP to send a message back to the patient</p> <p>General feedback was excellent, the representatives fed back how helpful and understanding our reception team are and, in fact, two of our new patients said that they had only chosen the surgery because of how they had been dealt with by the team – AT said she would feed this back to the team and LD thanked everyone for their comments and agreed that we have an excellent team.</p>	<p>these installed</p> <p>LD to look on EMIS to see if there is a solution</p>
7.	<p>CQC Visit</p> <p>We are still awaiting our outcome report, however the day went well and all the staff found the experience very positive.</p> <p>One of the CQC inspectors spoke with the PPG Chair Andy Yeomans and he feedback again to say that it was all positive.</p> <p>Results will be published once received and sent out to all PPG members.</p>	<p>AT to send out once final report received</p>
8.	<p>Any Other Business</p> <ul style="list-style-type: none"> • Surgery Name - it appears that some of the hospitals across the north west still have The Chorley Surgery named as Dr Bamford and Partners and at the old address at Collison Avenue. Agreed to mailshot all the hospitals requesting them to change their details. • Prescription changes – there are a number of cost saving initiatives being brought in around what can no longer be prescribed on the NHS, MC asked whether these savings go back into the practice – unfortunately not as the funding is from a national ‘pot’. • First floor – have we got anyone moved in yet – not as yet, however Dr Khandavalli and AT are developing a brochure that will be circulated to all health and wellbeing providers to see if they would like any space. 	<p>AT to email hospitals</p>
9.	<p>Dates of next meetings</p> <p>Agreed that these would still be held quarterly and that we would alternate between a Wednesday evening and Saturday morning, dates for next 12 months below:</p> <ul style="list-style-type: none"> • Wednesday 24th January 6pm • Saturday 21st April 10am • Wednesday 18th July 6pm 	

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| | <ul style="list-style-type: none">• Saturday 20th October 10am | |
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Date and time of next meeting: Wednesday 24th January 6pm

Venue: Meeting Room, The Chorley Surgery

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