



THE GILL MEDICAL CENTRE

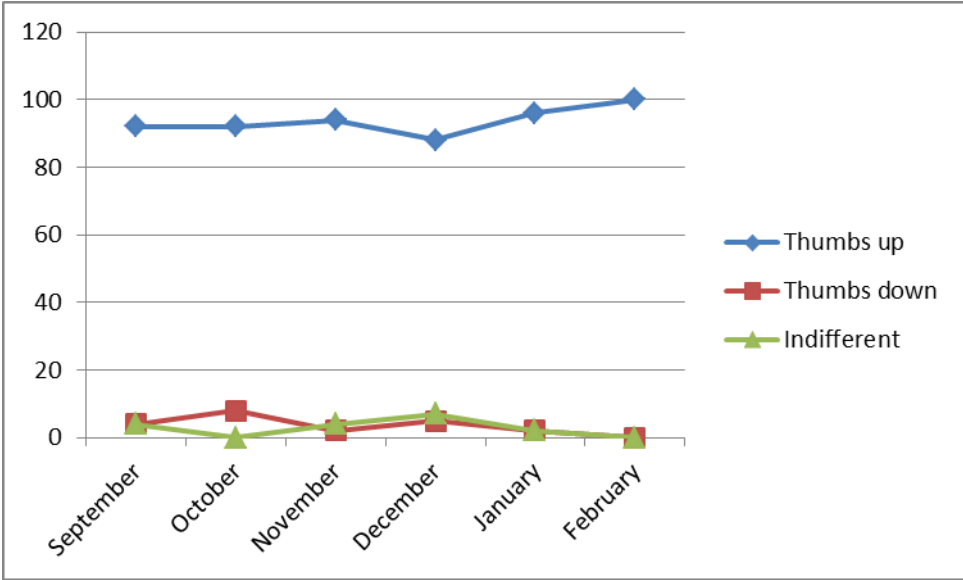
PPG Meeting Minutes, Thursday 12th March 2020

Staff Representatives: Debbie Johnson (DJ), Rachael Kerwin (RK), Kathryn Thomas (KT),
Patient Representatives: SE

Apologies: AB, JBe, JBa, JM

Chair: DJ

Agenda point and actions	To be completed by
<p>Actions from last meeting</p> <p>Redesign of waiting room information is complete.</p> <p>We are still working on our Facebook page, which has been a bit hit and miss over the last few months and we believe that we need other members of staff to drive this forward rather than leaving to one person. We will inform our patients when this will be available.</p> <p>Dr Poplawski commenced employment with us in November and we have received some very positive feedback from patients.</p> <p>Plans to open a branch surgery are well underway.</p> <p>New telephone system was installed in November.</p> <p>DJ reported JBe issues to Mediscan and was assured by the area manager that Mediscan would speak to their sonographer to discuss his rude behaviour. We have not received any further complaints at this time.</p>	
<p>Coronavirus</p> <p>DJ advised that at this time we are still operating a daily walk in clinic. However patients are being given the choice as to whether they would prefer a telephone call at home. This is working well and most patients are returning home. We will not deny access to patients but try to maintain as little footfall as possible within the building. Obviously any patients displaying symptoms are asked to leave the building and a doctor will telephone them.</p> <p>We have removed the option to book online appointments for the time being and will advise patients as soon as this arrangement changes.</p> <p>SE expressed her concern about the virus and attending the practice. She does use patient access to order her medications. DJ asked how she was finding this and SE advised that she has had only 1 issue and that was in relation to ordering her medication too soon. It is an unusual medication in relation to the frequency of taking it and SE was a little frustrated about this because she likes to ensure that she has a supply of this in readiness.</p> <p>Action – To keep patients informed as processes change</p>	DJ/RK/KT

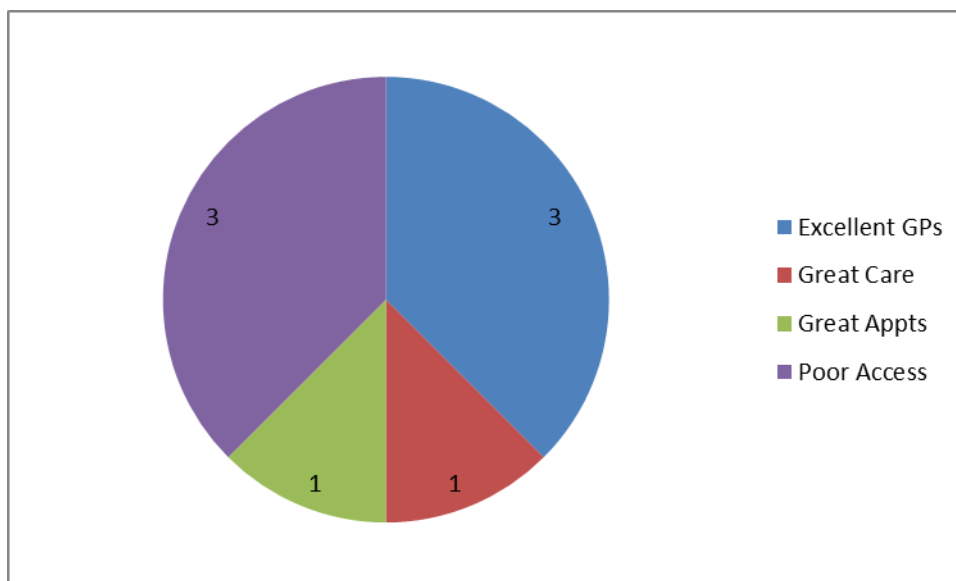
<p>Practice News</p> <p>DJ showed the plans that have been granted for the building to be erected on the land next door to The Gill. This was initially for a 43 apartment block but was resubmitted as a 40 apartment block. SE said she was surprised that this had been granted mainly due to the lack of privacy this would afford to people in the apartments opposite. SE also raised concern in regard to the small number of parking spaces that would be allocated, being only 14 spaces for a 40 apartment block. DJ advised that the builder now has 3 years in which to commence the building otherwise his planning application will expire.</p> <p>We discussed the progression of moving into the Gateway. DJ advised that we are still waiting to sign the lease that will give us temporary accommodation for 18-24 months. SE asked where the practice would be in the Gateway. DJ explained where the practice would be and confirmed the name would be Oakbank surgery.</p> <p>Update in relation to the new building across the road is that we have had some architects to view but no progress has been made as yet.</p> <p>Action – Practice to keep patients updated as plans progress</p>	<p>DJ/RK/KT</p>																												
<p>New Staff</p> <p>DJ advised that we have 2 new receptionists starting work at the practice. Hayley starts on Monday 16th March and Jane will join us in early April</p> <p>We have a new F2 starting on the 8th April. Dr Zoe Littlewood. DJ explained they are fully qualified doctors and are continuing their training in primary care.</p>																													
<p>Patient Feedback</p> <p>We discussed the results of the Friends and Family survey over the last 6 months</p>  <table border="1"> <caption>Patient Feedback Data (Estimated from Graph)</caption> <thead> <tr> <th>Month</th> <th>Thumbs up</th> <th>Thumbs down</th> <th>Indifferent</th> </tr> </thead> <tbody> <tr> <td>September</td> <td>92</td> <td>5</td> <td>3</td> </tr> <tr> <td>October</td> <td>92</td> <td>10</td> <td>0</td> </tr> <tr> <td>November</td> <td>94</td> <td>2</td> <td>5</td> </tr> <tr> <td>December</td> <td>88</td> <td>5</td> <td>8</td> </tr> <tr> <td>January</td> <td>96</td> <td>5</td> <td>2</td> </tr> <tr> <td>February</td> <td>100</td> <td>2</td> <td>0</td> </tr> </tbody> </table> <p>DJ discussed some of the thematic derived from the patient comments and in general they reflect, friendly, efficient, and helpful. Patients do appear to respect the clinical staff and they give some extremely positive feedback in relation to the reception team.</p>	Month	Thumbs up	Thumbs down	Indifferent	September	92	5	3	October	92	10	0	November	94	2	5	December	88	5	8	January	96	5	2	February	100	2	0	
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Patient Feedback cont'd

SE said that she hadn't replied to the practice Friends and Family survey as she has lots of appointments elsewhere and she tends to get one from many other sources. However she did say that she had a very good experience at Manchester Eye Hospital recently and she made a point of letting the staff there know that she was pleased.

SE did say that she was still having problems in getting through to the practice on the telephone. DJ said that was why we needed to recruit some additional reception staff and the new system allows us to monitor when our busiest times are. At the moment the trends appear to be between 11-12 in the morning and 3-4 in the afternoon. KT keeps a close eye on the management reporting and is monitoring how many calls are taken and missed. We are aware that getting through is still an issue and are doing all we can to address the matter. DJ advised that in addition to the new telephone system we are waiting for a new website which is called Footfall. This will allow patients to contact us through the website and we will staff the system so that patients have a quick response. SE asked whether she would be able to ask quick questions rather than having to telephone. DJ advised that this would be the case. Patients will be able to request medications and get simple clinical advice. It is an additional method for patients to contact the practice.

DJ discussed the feedback received on the NHS choices website and in the main this is very positive and awarded 5 stars. However, there are a couple of comments posted in relation to getting access to GP appointments. We are hopeful that with our expansion plans we will be able to offer more appointments as we will recruit more doctors and we will also have the clinical space to accommodate this, whereas now, the doctors are sharing clinical space and this is having an effect on what we can offer.



Action Plan – 2020/21

DJ gave SE a copy of the draft action plan for 2020/21. DJ advised this has been based on patient and PPG feedback over the last year. SE was asked if she would like to add anything further to the plan. SE happy with the draft and had nothing more to add.

Next Meeting – July 2020