



THE GILL MEDICAL CENTRE

PPG Meeting Minutes, Tuesday 24th September 2019

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

Patient Representatives: AB, SE, JBe, JBa

Apologies:

Chair: DJ

Agenda point and actions	To be completed by
<p>Actions from last meeting</p> <p>DJ advised that work was in progress with regard to the waiting room. Following AB advice that the information displayed was too busy and that we should section the wall off. DJ has had the 2 pictures re-sited and we are under way to complete this in the near future.</p> <p>Action – Complete redesign of the waiting room (KT)</p> <p>AB had expressed interest in relation to a practice Facebook page and we are currently developing this. One of the reception team, Katherine is now the Facebook lead and she is gathering information and practice news to post on the site. AB asked if we can advertise the Facebook page in the reception area as he wasn't aware that this was going to be available.</p> <p>Action – RK to confirm when this will be live to patients</p> <p>DJ had sent AB some information about a dementia workshop which he has an interest in. AB thanks the practice as he was over the moon about the workshop and had a really good time. He said it was very informative and he learned a lot from it. DJ said that she is happy to forward any further information she receives onto him.</p>	
<p>Practice News</p> <p>DJ briefed the group that Dr Green will be reducing her hours from November and the practice is currently having a recruitment drive for a new GP. <i>(Since the meeting on the 24th, the practice has offered a GP post to Dr Poplawski who will join the practice in October).</i></p> <p>We discussed the current difficulties we are facing with the phone system and SE advised that she had been having some problems in getting through to the practice. DJ said we have many more patients now and the number of lines we have are not sufficient. We are arranging installation of a new system in November which should alleviate the current issues. Basically the system we have in use currently is not adequate for the size the practice has become.</p>	

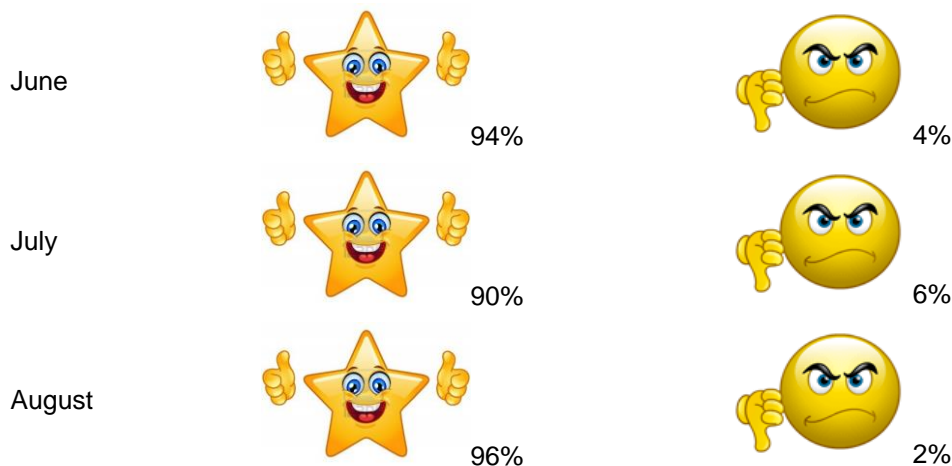
DJ advised the group that we had put an application in for Salford Clinical Commissioning Group to request opening of a branch surgery. The plan is to expand into an area of the Gateway as a temporary measure for what we envisage will be about 2 years. The GP partners have purchased the building across the road that used to be The Co-Op, however this needs a complete refurbishment which will take time. *(Since the meeting, DJ can advise that authority has been granted to open a branch surgery and work has commenced in The gateway.*

AB asked if there was any update in relation to the land next door. DJ advised no decision had been made as yet although the builder has been asked to revise and submit a different planning application. The application is still pending subject to the signing of the S106 legal agreement. This can be a laborious process and one which takes quite a long time to go through the legal system.

Action – DJ to keep the group informed of any update

Patient Feedback

We reviewed the previous 3 months patient feedback



In the main over the last 3 months our patient feedback is very positive with some exceptional comments regarding the care the doctors provide and the helpfulness of the receptionists. We reviewed July results as 90% satisfied is rather low based on our average results. JBe thought this may have something to do with GP holidays. We all accept that waiting times for appointments are rather long but understand that our expansion plans will help to alleviate this problem.

JBe mentioned that she had a very poor experience of an ultrasound appointment she had at the practice. She thought the sonographer was exceedingly rude. He did not acknowledge her except to ask her to turn. She felt very uncomfortable about it. DJ said we had received a similar comment from another patient and assured her that we would report it (anonymously).

Action – RK to provide feedback to Mediscan

<p>New Staff</p> <p>DJ advised the group that we have a new receptionist called Victoria. She has worked in a GP practice before and has hit the ground running. Just getting used to the different ways in which we do things, but she is doing very well so far.</p> <p>Dr Rob Humphrey is our new FY2 junior doctor and he will remain with us until early December.</p> <p>We are also currently recruiting for a further receptionist and then we should be fully up to speed to manage the increase in work which has resulted from an exponential rise in patient registrations. The group all acknowledged the level of building work that is going on in the area.</p>	
<p>AOB</p> <p>DJ asked if all happy to continue meeting on a 4 month basis and all agreed.</p> <p>DJ thanked everyone for their valued time and it was a pleasure to welcome Judith, a new member to the group.</p>	
<p>Next Meeting – January 2020</p>	