



THE GILL MEDICAL CENTRE

PPG Meeting Minutes, Tuesday 26th February 2019

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

Patient Representatives: PW, SE

Apologies: PS, JW, AB

Chair: DJ

Agenda point and actions	To be completed by																																			
<p>Patient survey/feedback</p> <p>DJ outlined the new iPlato software being used since August 2018 and that we now have the ability to gather many more friends and family feedback. DJ explained what friends and family feedback was for. We reviewed the “thematic” over the last 6 months and the majority of the feedback received was;</p> <ul style="list-style-type: none"> Efficient Friendly Good Professional Helpful Excellent <p>There were a number of concerns raised by patients and these were all centred on not being able to get a routine appointment quickly. DJ explained that whilst the practice is able to provide appointments for 9% of our population this was a credit to our emergency walk in clinic each day.</p> <div data-bbox="161 1357 1225 2007" style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">Friends & Family</p> <table border="1"> <caption>Friends & Family Feedback Data (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Recommend</th> <th>Not recommend</th> <th>Passive</th> <th>Unlabeled</th> </tr> </thead> <tbody> <tr> <td>August</td> <td>92</td> <td>2</td> <td>8</td> <td>0</td> </tr> <tr> <td>September</td> <td>95</td> <td>2</td> <td>3</td> <td>0</td> </tr> <tr> <td>October</td> <td>98</td> <td>0</td> <td>2</td> <td>0</td> </tr> <tr> <td>November</td> <td>90</td> <td>8</td> <td>2</td> <td>0</td> </tr> <tr> <td>December</td> <td>93</td> <td>4</td> <td>2</td> <td>0</td> </tr> <tr> <td>January</td> <td>94</td> <td>4</td> <td>2</td> <td>0</td> </tr> </tbody> </table> </div>	Month	Recommend	Not recommend	Passive	Unlabeled	August	92	2	8	0	September	95	2	3	0	October	98	0	2	0	November	90	8	2	0	December	93	4	2	0	January	94	4	2	0	
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DJ outlined the areas of improvement identified from the GP patient survey which were that 39% of patients were not satisfied with the type of appointment offered, and 36% of patients described their experience as not good when making an appointment. It is disappointing to note that only 39% of patients responded to the survey which may result in a not 100% accurate reflection of the practice services. We were unable to compare the data to last years' survey as the criteria has changed this year and for the first time 16 and 17 year old patients have been able to take part.

DJ acknowledged that the practice is fully aware of the appointment difficulties and the practice is struggling to keep up with the number of new registrations in the last year due to the increased housing developments in the Salford area. DJ advised that the practice is looking at a number of options where we could increase our clinical space and then we would be able to recruit other GPs.

DJ reminded everyone of the opportunity to book a SWEAP appointment within the borough when experiencing difficulties.

PW outlined her concerns about the company currently providing ultrasound scans within the practices and she believes that they make up reasons to get patients to come for repeat scans needlessly. PW was concerned about the expense to the NHS if this were the case.

Action – DJ to carry out an audit and see how many patients have had repeat scans. Will also discuss with other practice managers.

Forwards 2019/20

PW shared her concerns about being unable to hear at the reception as she is a little hard of hearing. Obviously not wanting to shout in the waiting room. DJ is looking into ways in which we can improve the confidentiality at the reception. DJ also explained the accessible information act.

Action – DJ - review current reception

PW also has difficulty in reading the messages on her prescription as the writing is too small. RK advised that patient reviews are carried out during birthday months, PW wasn't aware of this but we will look into changing the font.

Action – RK - investigate font size

PW would also like to see an improvement at the reception whereby patients are filling in forms to attend the walk in clinic and other patients are standing in a queue waiting for them. We discussed the possibility of numbering the forms so that patients would still be seen in their turn. To be discussed at practice meeting to gather thoughts from everyone.

Action – KT- to review

SE was very impressed with the doctors welcome message on the phone but she would like the receptionists to ask whether patients are a carer. SE is a carer for her son and she finds that this helps the practice to recognise her capacity in order to help care for her son. KT will look into this as we believe this is an exceptional idea.

Action – KT – discuss with partners

<p>DJ outlined the practice plans to carry out patient education events, which may mean we hire out the hall in the church for neighbouring practices and patients to attend also. DJ and KT are happy to do a dementia awareness workshop and PW advised that she used to do health heart art where models were made to show patients what cholesterol looks like in the arteries and she was happy to join an event with one of the GP's. PW mentioned a local dementia friendly café in the area called "Hug in a Mug" and wondered whether we would be able to hold some sessions in there as it is a popular location.</p> <p>Action – RK to investigate the café as a venue for sessions</p>	
<p>New staff</p> <p>DJ advised that we have 2 further new members of staff in the last 6 months, and they are Jo who is a very experienced medical receptionist having spent the last 25 years at another practice.</p> <p>Pete has joined us as the practice pharmacist. He worked at Salford Royal prior to his engagement and he will be carrying out all the patient medication reviews.</p>	
<p>Practice News</p> <p>KT advised that the practice had adopted care navigation and explained what this means for patients. All agreed that patients attend to see the GP who really need to see a more appropriate clinician.</p> <p>DJ explained the recent confusion about the car park management system. Some patients were under the impression that they had to pay to park in the car park. However this is most definitely not the case and the rationale behind it was to ensure that people who had no right to be in the car park would be fined accordingly if they did not pay the parking fees to the management company.</p> <p>DJ discussed the recent planning application for a 5 storey building to be placed right next to the practice. All agreed that this would be a ludicrous idea as the practice would be overshadowed from all sides. We are all concerned about the commercial property involved in the plans as the Ellesmere Centre currently lies half empty. DJ explained that the practice is looking at some options for us which may also mean storing medical records at a different secure location.</p>	
<p>Next Meeting – Summer 2019</p>	