PPG Meeting
MINUTES
APRIL 27, 2016 17:45PM-18:45PM DOWNSFIELD MEDICAL CENTRE

MEETING CALLED BY PPG Group
TYPE OF MEETING PPG Meeting
FACILITATOR Nigel Smith (Chair of PPG)
NOTE TAKER Practice Manager – Suzy Bhogal
TIMEKEEPER Suzy Bhogal & Nigel Smith
ATTENDEES Please see attendee sign in sheet

Previous Meeting Minutes and introductions

Suzy welcomed a new PPG member John. Suzy briefed John on what the PPG involves and how the involvement of patients can make a big change in the practice.

Suzy discussed the previous meeting minutes and any actions which were implemented.

Suzy is still to contact the metro and Birmingham Mail newspapers in regards to the building infrastructure. Suzy is yet to send documents regarding building infrastructure to B26 Paper as requested by Lawrence (newspaper publisher)

No further actions from previous meeting.

CONCLUSIONS

<table>
<thead>
<tr>
<th>ACTION ITEMS</th>
<th>PERSON RESPONSIBLE</th>
<th>DEADLINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suzy to contact Bham mail and metro newspaper regarding articles</td>
<td>Suzy</td>
<td>1.06.2016</td>
</tr>
<tr>
<td>Suzy to send draft article for b26 newspaper</td>
<td>Suzy</td>
<td>1.06.2016</td>
</tr>
</tbody>
</table>

BUILDING INFRASTRUCTURE UPDATE

Suzy updated all members of the PPG with the current progress of work. She explained that the project has been taken back by a further 2 weeks therefore taking us into Mid-May with a possible move date in phase 1. However this is not yet certain and possibly could be pushed later.

Suzy discussed a quote she recently obtained for the removal of all the equipment from the current building too the new side of the building. Having had a large quote over £1000.00 everyone thought that the work can be done by the surgery independently. All PPG members have agreed to move furniture including equipment when necessary. Doctor K was not very happy however with the PPG members moving heavy good however this is to be discussed further with her.

CONCLUSIONS

<table>
<thead>
<tr>
<th>ACTION ITEMS</th>
</tr>
</thead>
</table>

FRIENDS AND FAMILY PATIENT QUESTIONNAIRES

The PPG group members have agreed to attend the surgery and ask patient waiting in the waiting area if they are happy with filling out friends and family tests and also patient questionnaires which will go towards this year’s survey. They feel like this will help with the collection of data having patients interacting with other patients. This activity will be taking place on the below dates

Friday 29th April 2016 at 16:30pm - Nigel and Margaret have confirmed their attendance
Wednesday 4th May 2016 at 16:30pm – Nigel and Margaret have confirmed their attendance.

CONCLUSIONS

<table>
<thead>
<tr>
<th>ACTION ITEMS</th>
</tr>
</thead>
</table>
To see how much data has been collated ready for the next meeting  Suzy  1.06.2016

**CQC SUPPORT VISIT UPDATE**

Suzy informed all members of the PPG that the surgery recently had requested a CQC support visit. Suzy explained the areas which were discussed within this support visit and provided members with feedback regarding what can be done within the PPG group which CQC like to see.

A the surgery was advised by the advisors who attended the surgery Suzy explained that it would be very beneficial if a member of the PPG would be willing to provide a short speech on the day of our CQC visit within the surgery presentation. Suzy explained that this should include area which the PPG group have suggested for improvement and the surgery have listened to their views and implemented these changes.

Nigel discussed that a good area which could possibly be presented is the current DNA status at the surgery. The PPG group, Nige in particular has been working on this and has been actively monitoring the DNA’s within the surgery. He explained that the PPG group had requested an action in the past with a previous practice manager however this action had never been implemented. The action stated that a separate mobile phone (for surgery purposes only) should be kept in the reception for people who would like to cancel their appointment. This way the patient can get through quite quickly to cancel the appointment via the mobile phone instead of having to wait in a que for the main telephone line too be answered. This will also enable the reception staff to book the cancelled appointment for patients who may be on the waiting list. Suzy agreed with this idea and will arrange for a spare mobile phone to be placed in reception for cancellation purposes only.

Furthermore Suzy asked for suggestions on how this can be advertised within the surgery. The PPG members stated the following suggestions which will all be implemented:

- Produce a small slip which gives a summary of the reason for the number and with the number attached. This slip can then be attached to the patient’s prescription.
- A poster in the reception area advertising the new number and the purpose of it.
- A comment on the website.
- Verbally by reception staff on face to face communication and telephone communication.

Furthermore Suzy discussed anew telephone system which the surgery will soon have implemented when the new building is done.

**CONCLUSIONS**

**ACTION ITEMS** | **PERSON RESPONSIBLE** | **DEADLINE**
---|---|---
Suzy to implement all the above advertising ideas for the cancellation number | Suzy | 1.06.2016
Suzy to buy a standard mobile phone (as above) | Suzy | 1.06.2016

**ANY OTHER BUSINESS**

**PPG GROUP**

**DISCUSSION**

- Nigel discussed a brief situation he witnessed at reception with a patient who was very rude to the receptionist due to not being able to get a same day appointment as the doctor was fully booked. Members feel like staff should not tolerate such behavior. Suzy explained that she has now implemented a verbal complaints book which is put in reception and staff have been informed that any verbal complaints must be documented in this book so she is able to follow them up. Suzy also mentioned that there is a zero tolerance poster clearly on display for the information of patients and staff are more than obliged to point this out to patients.

- Suzy mentioned that the surgery has now got a new cleaning company of which an extra day of cleaning has been added following on from the infection control visit outcome.

- Nigel mentioned that the new text messaging service is very impressive and he feels like this is a very useful tactic which will hopefully help with DNA’s.

**CONCLUSIONS**

**ACTION ITEMS** | **PERSON RESPONSIBLE** | **DEADLINE**
---|---|---
No actionable items | | |

**OBSERVERS**

**RESOURCE PERSONS**

**SPECIAL NOTES**  Next PPG meeting Wednesday 1st June 2016 at 17:45pm