**Minutes of Patient Participation Group (PPG) Meeting of Bedworth Health Centre**

*DATE:* Tuesday 12 December 2017 / *TIME:* 13:00 – 15:00

*LOCATION:* Main Hall, The Health Centre, High Street, Bedworth CV12 8NQ

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| *AGENDA* |
| *ITEM NO.* | *ITEM* | *RESPONSIBILITY* |
| 1. | Apologies | RC, AN |
| 2. | Minutes of previous meeting (19/09/17)* Matters arising (if not covered below)
 | RC, ANAll |
| 3. | Practice Update | RC |
| 4. | Feedback from WNPGF meeting – verbal report | AN |
| 5. | Patient Survey- Initial feedback- Feedback from PPG volunteersGeneral discussion | All |
| 6. | WCC Bids* County Councillor Grants - Feedback
 | AN / All |
| 7. | Complaint | RC |
| 8. | Terms of Reference | AN / All |
| 9. | PPG matters:* Meeting arrangements (i.e. Minutes)
* Contact sheet / skills assessment
* Circulation of minutes / notices
* To invite WCC Community Worker (Bedworth)
 | AN / RC / All |
| 10.  | AOB | All |
| 11. | Future meetings:Tuesday 13 March 2018Monday 11 June 2018 TBC | RC |
| 12. | Date, time and location of next meeting | All |

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| *ATTENDEES* |
| *NAME* | *INITIALS* | *ROLE / REPRESENTING* |
| Ross Chadwick | RC | Reception Manager – MINUTES |
|  | AN | Chair of PPG – Meeting Chair |
|  | GOS | Deputy Chair of PPG |
|  | GT | PPG Member |
|  | AW | PPG Member |
|  | SU | PPG Member |
|  | AP | PPG Member |

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| *1.*  | *APOLOGIES* |
| *NAME* | *INITIALS* | *ROLE / REPRESENTING* |
|  | MP | PPG Member |
|  | LC | PPG Member |
|  | SP | PPG Member |
|  | SL | PPG Member |
|  | CJ | PPG Member |
|  | IR | PPG Member |
|  | FM | PPG Member |
|  | EL | PPG Member |
| Elizabeth Gilbey | EG | Practice Manager |
| Hillary Jackson | HJ | Business Manager |

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| *2.* | *MINUTES OF PREVIOUS MEETING* |
| For the benefit of AP, AN summarised the background to the discussions that took place with regards to the potential press release. AN discussed with the group, the intervention made by HJ following the last meeting, questioning the group’s previous discussion to shelve the press release. The group re-iterated their decision to shelve the press release and this matter was formally drawn to a close.AN questioned whether minutes are put on the website. RC wants to update this before instigating this. AN additionally queried, whether or not the minutes are circulated to Doctors. RC to check.  |

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| *3.* | *PRACTICE UPDATE* |
| Numerous members raised concerns that the plaza outside The Health Centre had not been treated during the current wintery weather. Whilst a path has been cleared along the side of The Health Centre, this is not obvious if approaching from the town centre. RC advised that The Health Centre is a multi-tenant building, of which Bedworth Health Centre surgery is one, therefore the plaza is not the responsibility of the surgery, but agreed to investigate with NHS Property and/or Nuneaton & Bedworth Borough Council to establish the responsibility for this.AN queried if there was any update with regards to the installation of Wi-Fi in the building. RC advised that a meeting had taken place and a confirmed date for the works had yet to be agreed but he would pursue with the contractor and report back.RC advised the group that, following a clarification of roles, RC & HJ would be the management representatives from the surgery at PPG meetings, EG would no longer be attending these meetings. |

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| *4.* | *FEEDBACK FROM WNPGF* |
| AN reported that there was nothing of significance to note from this forum. |

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| *5.* | *PATIENT SURVEY* |
| AN circulated his initial findings from the results of the survey sample, based on 250 responses. Some results prompted further discussion about the need to word questions differently to ensure clarity and avoid ambiguity; this can be reviewed when producing next year’s questionnaire. For example, responses to questions about the check-in process suggested some misunderstanding; similarly, contradictory responses about online services suggested some confusion about the difference of online services versus the website.A summary of this initial analysis is attached to these minutes; but key observations include:* Total number of completed questionnaires = 907
* This represents 4.6% of the practice population; however, of the number of people attending the surgery during the survey period, this represents nearer 25%, which is statistically an extremely good response rate.
* Unsurprisingly, there were many comments about telephone access, although 34% rated it as good with some positive text comments. However, of more concern were a significant number of comments about the time waiting for the phone to be answered - typically 10, 20 or 30 minutes and one claiming to have waited 1 hour.
* Mixed responses and comments about reception staff.

A particular point that stood out was that there were some concerns amongst the wider patient group with regards to the privacy in Reception in particular and the surgery in general. GT suggested having music piped around the building to reduce the risk of overhearing confidential conversations in rooms where the doors are shut. RC to check whether a previous system for this is still in place and if so, whether it can be reactivated. Also, a discussion took place about whether the Jayex electronic call board potentially compromises confidentiality.RC acknowledged that there is still work to do to satisfy patients better in regards to the telephone system. He explained a little more how GP Online Services (GPOS) work with regards to booking appointments. AP made it clear that not everyone wants to use GPOS. RC acknowledged this and stated that it will never be the intention to remove the human element of interaction with the surgery but that more must be done to encourage people who can use GPOS, to do so.AN questioned whether having a ‘Walk-In & Sit-and-Wait’ surgery would help meet patient demand.AN to complete the full analysis and amend the interim report accordingly.  |

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| *6.*  | *WARWICKSHIRE COUNTY COUNCIL (WCC) BIDS* |
| AN reported that the PPG’s recent application to WCC for a grant for additional signage had been unsuccessful. SU queried whether the use of the word “additional” in the application may have accounted for the reason for the rejection of the application. AN to seek feedback on the application, particularly the reasons for its rejection – this would be useful to inform the PPG to be more considered in any further applications.RC explained that from a practice perspective, whilst the behaviour of patients (i.e. going to the correct desk) has markedly improved since the practice merger, there is still an element of patient education required for the signs to have maximum effect. AW discussed the WCC grants that the PPG have previously applied for. She believes these will now only be available once per year, but will investigate further and report back. |

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| *7.* | *COMPLAINT* |
| A discussion took place regarding a complaint received by the surgery in regards to breastfeeding. RC enquired whether anyone in the group knew of anyone / anywhere a dedicated ‘breastfeeding chair’ could be sourced and funded.  Currently no-one knew of a charity locally that would be able to help, but it was suggested that the ‘Breastfeeding Association’ be contacted. |

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| *8.* | *TERMS OF REFERENCE* |
| AN circulated a copy of the Dr. Reily & Partners PPG document. The content of this was discussed with some minor alterations which were agreed. AN to action for sign-off at the next meeting.  |

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| *9.* | *PPG MATTERS* |
| AN discussed the need to review future arrangements for PPG minute taking. RC explained that this task was becoming more difficult for him to do, due to other pressures, and that he felt he could not contribute to the meeting and take the minutes. It was agreed that RC would speak with HJ about one of the practice secretaries taking this on moving forward – Angela White (AW) had previously taken the minutes for the Dr. Singh & Partners PPG; members agreed this would be acceptable. Members of the group again expressed their desire for a Doctor to be present at the meetings. AN queried whether the minutes are circulated amongst the Doctors as he felt that they should at least have sight of them. The arrangements that Dr. Reily & Partners PPG used to operate was discussed (a smaller, less formal meeting, where a Doctor was not present, in addition to the formal meetings, which all partners attended). The group requested that this was raised amongst the practice partners. RC agreed to do this and hoped to have an answer for the next meeting that could be formally minuted. |

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| *10.* | *ANY OTHER BUSINESS (AOB)* |
| AW raised an issue about the frequency of PPG meetings. Because of the current quarterly schedule, members expressed concern that it was difficult to adequately cover agenda items and/or the meetings often ran over time. It was felt that more frequent meetings (e.g. every 2 months) would ease this. Also, it would make it easier for people to catch up when they miss one or more meetings, whereas at the moment it might be six, or even nine months between meetings. RC agreed to discuss with HJ about the possibility of increasing the frequency of these meetings to every 2 months. This will be revisited at the next meeting. |

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| *11.* | *FUTURE MEETINGS* |
| RC confirmed that the following date had been booked for a future meeting:- Tuesday 13th March 2018 at 1.00pm in the Main HallAN requested that, as the Main Hall was not available on Tuesday 12th June 2018, that Monday 11th June 2018 is booked at 1.00pm instead (**this has since been done**). *NOTE: This is subject to the outcome of Item 10 above.*  |

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| *12.* | *DATE, TIME AND LOCATION OF NEXT MEETING* |
| **Tuesday 13 March 2018 at 1.00pm in the Main Hall** |