

## Aspley Medical Centre

### Patient Participation Group

#### Minutes of meeting held - Tuesday 3rd July 2018

<b><u>Present:</u></b>	Valerie Morley	-	Practice Manager
	Claudine Clarke	-	Secretary (Minutes)
	TW		Patient (PPG Member)
	JR	-	Patient (PPG Member)
	SE	-	Patient (PPG Member)
	JS	-	Patient (PPG Member)
	VH	-	Patient (PPG Member)
<b><u>Apologies:</u></b>	Cheryl Miller	-	Practice Business Manager
	Georgina Thomas	-	Practice Secretary
	JI	-	Patient (PPG Member)
	DW	-	Patient (PPG Member)
	PF	-	Patient (PPG Member)

#### **Agenda Items:**

1. Introduction welcome and sign in apologies
  2. Last meetings minutes to be agreed
  3. Dementia walkthrough update from last meeting
  4. Update on new phone system & Patient Access
  5. The BIG Health Debate
  6. Staff changes
  7. PPG Suggestions/Comments
  8. Next meeting date TBA
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1. Valerie welcomed the group and spoke briefly about the dementia group, she said following the hard work put into dementia awareness by staff at this practice, it went from 5 carers originally to 170 carers that the practice knew about.
  2. Last meeting minutes were reviewed and agreed.
  3. Valerie handed out the dementia walk through booklet and explained that the practice will continue to support dementia patients and carers even though unfortunately from March there was no longer any funding for the enhanced service.
  4. Phones are being fitted today. The practice has chosen NHIS to provide the service and the phones will be going live on the 24th of July.

Members of the meeting said they did not want number options on the phone and they would prefer to go straight through to a receptionist. However they are happy with the current message that has been left on the phone systems by Jonathan as they prefer the personal touch.

A brief discussion followed about the previous automated booking telephone system which they felt worked very well. The system also helped support reception with making appointments to free up time to deal with patients at the desk with other queries.

Valerie informed the group that two experienced receptionist will be doing the workflow and explained what the workflow involves. Workflow is an incentive to assist GPs in dealing with electronic mail and posted mail.

VH voiced her concerns with electronic letters and computers not always being reliable.

5. Valerie handed out the booklets regarding the big health debate the Debate is regarding prescription charges. There is a survey for the general public to complete. PPG members felt that maybe people were unaware that certain medications can be bought over the counter.

6. Nurse Ciara is leaving on 24th of August 2018. A new nurse Angela Addison has been appointed and will be working full time as Nurse Practitioner and Alex Smedley, Practice Nurse will be on maternity leave from 13<sup>th</sup> August 2018. A new receptionist called Jayne started yesterday and she brings with her 16 years of Practice Receptionist experience to our team.

7. Valerie has asked the group to let us know if the new phone system works for them and to give us feedback. There will be a questionnaire regarding to this.

TW was really disappointed that the automated booking system has been discontinued.

SE said the practice could benefit from fundraising events. Valerie agreed that maybe this was something that the PPG could look at arranging and that they could liaise with other practices to exchange experiences.

Members agreed that the waiting area chairs are very comfortable.

Following on from last meeting suggestions BR said it would be a good idea to level out the pavement as it is not suitable for wheelchair users.

Sliding doors would be better for the front door pulling can be difficult

Feedback about the newsletter was very positive

A.O.B

Valerie explain to the group that from the 1st of July 18 we have lost the nursing home enhanced service losing approximately £3,000 a quarter Dr Harte will continue to do his ward round, but this service is now the responsibility of an external provider. The practice was very disappointed to lose this service as the practice has developed very close links with the home and our nursing home patients.

Next meeting dates were discussed Valerie mentioned having a meeting in September and December which would include a Christmas fuddle

It was agreed that the next PPG meeting would take place on the 18th of September meeting came to a close at 1:07pm.