

Aspley Medical Centre

Patient Participation Group

Minutes of meeting held - Tuesday 20th March 2018

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

Agenda Items:

1. Introduction welcome and sign in apologies
2. Last meetings minutes to be agreed
3. Dementia walkthrough
4. Results from last patient questionnaire
5. A.O.B : Inviting the National Institute for Health research.

1. Valerie welcomed the group. Sign in and apologies.

2. Last meeting minutes to be agreed. Some members of the group mentioned there may be an issue with the minutes file sent via email as there was difficulty opening it. It was agreed that we would send the minutes again with today's meeting minutes. One member would prefer a paper copy of the minutes going forward.

3. Valerie and Justine took a patient with dementia and their carer on a walk-through of the practice prior to the meeting. This was to get feedback about the measures that the practice has been putting in place to assist dementia patients and their carers, when visiting the GP.

Valerie and Justine then took the members of the patient participation group on the same walkthrough to hear their thoughts and ideas.

Afterwards, the group discussed the dementia walkthrough in detail and Valerie agreed to share the feedback from this at the next PPG Meeting. The group felt that the picture signs around the building would be really useful for our dementia patients.

Justine said dementia awareness is very helpful to the practice, because we aren't always aware of a different perspective. For example some dementia patients can feel threatened by their name being called and being greeted by the GP, whereas before the practice felt this is a more friendly approach for everyone.

4. The patient questionnaire results were distributed to the group. The group agreed that it would have been more helpful if more questionnaires were filled in to allow a better understanding of what the patients felt about the services offered at Aspley Medical Centre. Valerie explained 100 questionnaires were given out and only 52 were completed and returned.

The overall outcome of the results was very good and will be displayed in the waiting room and be made available on the practice website.

5. A.O.B

Valerie discussed the funding that the practice has received for new sinks and flooring to improve consulting rooms. She also reminded the group that new staff have also been appointed at the practice.

The lack of music or televisions in reception was mentioned by members of the group. Valerie agreed, but explained licensing costs are simply too high and the practice would benefit more by putting extra funds into patient care.

Valerie told the group about the new pilot scheme GP plus. Members thought this was a good idea but there was slight confusion that the service was seen as an emergency service. It was explained to the group by Justine, Claudine and Valerie that the GP plus appointments are routine that can only be booked by reception here at the practice.

It was mentioned that the practice may benefit from less notice boards in the waiting area. Patients tend to be uninterested due to the sheer volume of information on them.

Valerie thanked everyone for attending and the meeting came to a close at 1.53pm

Next meeting was scheduled for Tuesday 19th of June at 1.00pm