

SOTHALL MEDICAL CENTRE AND BEIGHTON HEALTH CENTRE PATIENT PARTICIPATION GROUP

Meeting held on Thursday 6 June 2013 at 5.00pm. at Sothall Medical Centre.

Chairperson: Dr Tim Williams

Members Present: JW, JW, DR, SR, SS, MR, JS, KS, BF, MF, CD, NB, PT, AF, PW, TH.

Apologies: JA

Minutes of the last meeting were read and agreed.

Matters Arising

1. **NHS Choices Website** Health Care Forum
 - Dr Williams advised the group this is a web site you can log on to and put your comments about your experience with your GP Surgery/Hospital attendance. Dr Williams receives and deals with the emails for this. The email address is WWW.NHS.UK add postcode and Dr's surgery.
2. **Practice Plan:-**
 - Dr Williams advised we now have early appointments for blood tests with the phlebotomists /Health Care Assistant.
 - We are also looking to introduce online booking of non Dr's appointments.
 - Confidentiality at reception – The group advised
3. SMS messaging for appointments – Patients will receive a SMS reminder message on there mobiles advising of the appointment.
4. **Recall for Chronic Diseases** – Routine check-ups will be done annually and this will be the month of your birthday this is to streamline our service.
5. **New Staff Members** – Karen Howsham (Health Care Assistant) is joining the practice to do the healthcare checks etc. We also have two new members of staff who have joined the reception team Tracey Fisher who is used to working with protocols etc Hazel only very young but very keen and Pam Williams mentioned to the group to just be a little patient if she is having to ask other staff members questions.
6. **Issues to do with reception -** Dr Williams asked the group for there **Good Experiences** with the reception staff
 - Urgent Prescription request dealt with efficiently and politely
 - Triage call in the afternoon – after speaking to one of the reception team and receiving a call back from one of the GPs this prevented a visit to hospital.
 - PPG agreed the Triage is good and works well
 - PPG member advised he had spoken to a member of staff and they did what they said they were going to do and this made him felt cared for.

Not so Good Experiences

- Clinicians running late – Dr Williams explained that some times it may be that a patient may come with a list of things that need to be dealt with.
- Lack of information – Patients not informed when clinicians are running late – make sure message put on the jayex board.
- PPG member advised they had tried to make an advanced GP appointment at 7.30am after seeing one of the GPs only to be advised by reception staff that they would have to ring in @ 8.30 Pam W advised this isn't the case.

Dr Williams asked the group about the bad points of reception staff:

- Dismissive
- Haven't got time
- Feel Like a child
- Appear to not liking working here
- Lack of respect
- Too much effort
- Jobs worth
- Not tried

Good Experiences in Customer Service in general:

- Taking problems on board
- Feeling looked after
- Some one listened took control and was kept informed
- Use my name

Dr Williams asked the group what they would like people to say
IE (good morning say name)

Any other Business

7. **Car Parking - Obstructed** – Cath Davies attended the meeting and advised the car park is being used by the parents of some of the pupils who attend Westfield School for dropping them off / picking them up. Action to be taken notices to be put on the gates (If not already on) – Pam Williams to keep watch on this and email Head Master asking if a message could be announced or a letter to parents advising not to park in the Sothall Medical Centre car park.
8. Sue Roe –Brought along some leaflets to advise the PPG of the Parent Carer Group set up in 2010 the group has 650 members (Parents) this funds fun days out to Pantomimes/Ponds Forge etc age limit 25year olds. Based at St Marys Bramall Lane Sheffield – Families can log in to Activities Sheffield.

Next Meeting to be advised