

SOTHALL MEDICAL CENTRE AND BEIGHTON HEALTH CENTRE

PATIENT PARTICIPATION GROUP

Meeting held on Friday 21 February at 1.30pm at Beighton Health Centre.

Chairperson: Dr Tim Williams.

Members Present: DA, SD, DH, KS, JS, JW, MF, BF, BA, AF, SS, PH, CP, TH, PW.

Apologies: JA,.

Minutes of the last meeting were read and agreed.

Matters Arising.

1. Return date for questionnaires – One of the group members asked if the return date for the next patient survey could be put on the survey as some of the members was not aware that they had to be returned within 2 weeks, this was to enable Dr Williams to collate the information.
2. Dr Williams advised the group we would clarify if the nurse's appointment were available to book on line.
3. Response to this year's survey – Dr Williams advised the group the response to the survey this year was very good we had received 143 completed surveys and last year we had 101 completed surveys returned.
4. Telephone lines engaged – One of the PPG members asked how many telephone lines we have for the surgery. Pam W explained that we have 4 lines and these are manned by the reception team in a morning with 3 receptionists and then another receptionist is rotated to sit on the front reception each day. After 9.30am on a Monday or 9.15am Tuesday to Friday one of the receptionist team is allocated administration time each day and they will come off the telephones to deal with admin duties.
5. One of the group advised they liked that reception team advise of their names when answering the telephone.

Agreed Action Plan

Thoughts about what we might do:-

6. Opening Times - One of the PPG members asked if we could display our opening times in the chemist / waiting rooms and in the newsletter.
7. Reserve on line Booking for Dr's appointments – Dr Williams explained to the group this is something that the practice will be looking in to but it will have to be looked at very carefully and possibly only limited to one appointment due to the number of appointments that are released on the day and the number of appointments that are released to book in advance.
8. Triage - Dr Williams asked the group if there was anything we could do to improve triage, one of the group members suggested that the practice looked in to having a nurse practitioner to deal with triage.
9. Confidentiality at the desk one of the members suggested that we looked in to having a confidentiality booth at the front desk as they feel very conscious about discussing personal things at the desk. Pam advised that the patients can always ask a staff member if they could speak to someone privately.
10. Re-arranging the waiting room & the notice boards – One of the group members asked if the chairs in the waiting room could be re-arranged at Sothall and moved further away from the desk for confidentiality reasons. The group also asked if the notice boards and leaflet holders could be moved to some where more visible in the waiting room.
11. Dr's Specialist subjects – One of the group members suggested the Dr's subject was put on to the website or in the newsletter.