

SOTHALL MEDICAL CENTRE AND BEIGHTON HEALTH CENTRE PATIENT PARTICIPATION GROUP

Meeting held on Thursday 28 February at 5.00pm. at Sothall Medical Centre.

Chairperson: Dr Tim Williams

Members Present: JA, NB, CD, AF, BF, MF, TH, DH, SJ, DR, SR, JS, KS,
MS, SS, PT, JW, PW, JW, JW.

Apologies: J A

Minutes of the last meeting were read and agreed.

Matters Arising

1. **Community Activities** – Sharon Jewkes attended the meeting to give an update on the success of the swimming classes which are now held at Westfield School facilities and to inform the meeting of a the walking group which she has also set up and caters for all levels of fitness. The first walk will start from the Lifestyle Centre on 1 March @ 1.00pm. Sharon asked the group if they would be willing to write to the PCT stating that these are just the type of activities the community needs.
2. **Fund raising for St Lukes** – This was again mentioned to see if anyone was interested in fund raising.
3. **Triage** – Dr Williams explained to the meeting how we had been short of doctors due to illness and the triage service that we offer had been successful in dealing with patients ringing for appointments at this time.

Patient Survey – Dr Williams explained that the surgery had participated in a patient survey and we had given out approximately 200 questionnaires. The answers to the questions had been collated by Stacey Killick F2 GP Trainee. Dr Williams gave a presentation of all the questions asked in the survey and asked the members present to take notes so that we could put together an action plan at the end of the presentation.

Action Plan

- ***Consider releasing pre-bookable appointments for the following week later after lunch (suggestion from reception).***
This was discussed at the Practice Plenary meeting 5.3.13. There was some concern raised that this may be additionally frustrating for patients who do manage to ring in the morning, if they are then asked to ring back again later in the day. A working group to include medical and reception staff will look at this in more detail and feed back to the PPG.
- ***Investigate on-line booking for non-doctor appointments.***
This was discussed at the Practice Plenary meeting 5.3.13 and will be taken forward by the IT lead in the Practice. In the first instance, and agreed at the PPG it may be possible to release some routine blood pressure and blood-taking appointments in this way, as a pilot.

- ***Earlier phlebotomy/BP appointments (before 8.30am)***
Again this was discussed and should be in place when relevant staff have been consulted and rotas arranged.
- ***Investigate advertising surgery opening hours on TV in waiting room***
This has been taken forward by administrative staff at the Practice and progress will be discussed at the next PPG.
- ***Investigate and implement ways of improving patients experience with reception, through training***
Additional training has been arranged and will likely involve some external and internal training input.
- ***Confidentiality at reception***
It was agreed at the PPG that as the 'wait' signs at reception had only been in place a short time, we would see if this would improve the situation.
- ***E-mail patients to publicise survey***
This will be undertaken next time.

Some of the members did say they had noticed the receptionists are now saying their name which is an improvement.

Confidentiality at the reception desk had also been improved by the use of the signs asking patients to stand back from the desk if someone was being dealt with.

The meeting was also informed that posters had been put up in reception stating that if anyone wanted to speak confidentially a room would be made available.

Any Other Business

Mr Smith told the meeting that he had attended Audiology at the hospital and had been informed that Specsavers were also doing hearing tests. The surgery is aware of this.

Tim informed the meeting of the NHS Choices website and asked if members would look at this.

The date of the next meeting will be in July time and place to be announced.