



# Parkside Medical Practice

Dr A Deolkar, Dr A Foster, Dr J Moss Langfield

Bulwell Riverside, Main Street, Bulwell, NG6 8QJ, Tel: 0115 927 9119,  
Fax: 0115 9130692, www.parksidemedicalpractice.co.uk

*A professional and caring team, responsive to the health needs of our community*

## MINUTES OF PATIENT PARTICIPATION GROUP MEETING

Thursday 13<sup>th</sup> September 2018

The meeting was attended by 10 patients

Representing the practice were: Dr Foster, Dr Deolkar, Ben Moorhouse ( ANP ) Jo Booth (Practice Nurse) Marie Ricketts ( Administration Manager ) Cheryl Daniel, Allison Boyles (Receptionists)

Introduction: Welcome to everyone and thank you all for attending the meeting.  
Everyone introduced themselves.

Dr Foster briefly covered some ground rules – Talk about the service but please don't make it personal.

- **Minutes from the previous PPG Meeting:**

Apologies were made that the minutes from the last meeting weren't available due to the member of staff who usually takes care of these was absent.

The Chair kindly went over the minutes from the previous meeting from their own notes.

Patients discussed if it was possible for a change in music whilst waiting to get through on the telephone. It was advised that this is unlikely due to budget.

Patients expressed their concerns about on-line booking for appointments. They said they couldn't book an appointment right up until November, where as another patient shared they had a very positive experience on booking an appointment and managed to book one within 24 hours and with their chosen GP.

Self-Check In Screen – Patients expressed their thoughts on the self-check in screen being temperamental but is a great system when working. Dr Foster requested we look into the maintenance side to ensure is working as much as possible to minimise the wait at reception for the patients.

Everyone showed great interest in raising and developing the PPG further and we are looking at ways to progress in the future. Watch this space!!

Great positive feedback from the awareness we offered as a practice on Prostate Cancer and long may that continue. It was suggested that we have cardboard cut-outs etc of a famous person to try and help with awareness and it was explained that we are limited on what we can do due to we only rent the premises.

- **Practice Update:**

- **Staff Update:**

Dr Foster advised everyone present that we now have a new Practice Manager Lorna Mackie and extended her sincere apologies not being at the meeting due to child care and ensured will attend the next PPG meeting. Dr Foster explained Lorna's background and welcomed her to the practice.

Also welcomed to the practice was Ben Moorhouse ANP and also shared the good news of Ben becoming a partner in the practice, also Dr Foster gave a brief description into Bens background. Dr Foster also said we have secured a permanent contract for 12 months with Dr Waldron and also cemented a good relationship with regular Locum GP's Dr Savjani and Dr Marwaha which puts us where we want to be with clinical staff. This gave a positive response from the patients and most are already familiar with the above mentioned members of staff.

Dr Foster advised everyone that Dr Moss-Lanfield had chosen to move on and leave the practice and would like a special mention in the minutes to thank her for her contribution to the practice and to the staff and patients.

- **On-call:**

The Practice is changing the way we operate the GP on-call structure. We discussed adapting the current on-call rota to ultimately gain more patient access with the hope of also enabling patients to see the clinician of their choice more easily.

The patients advised after discussing this they are more than happy to give it a try because we won't know if it works until we do. Dr Foster was asked when will this take place and he said hopefully by October.

- **STATS:**

Dr Foster discussed how we continue to send surveys and questionnaire's out to patients and as a whole; we as a practice do fairly well.

We find that we provide a very good service when the patient has a consultation with a GP but patients do find it difficult to get to see the GP of their choice.

Hopefully the patients will have a better experience when the new on-call structure

is in place. The patients did mention it is still a problem getting through on the telephone.

Lorna has suggested how to improve how we get feedback and would like to involve the PPG in ideas for this. Dr Foster asked are the PPG happy to construct a patient survey.

- **Riverlyn Integration:**

Dr Foster explained to everyone how Mr & Mrs Tangry are retiring and they have approached Parkside to discuss the future of their practice. This was discussed in great length and Dr Foster and Ben explained the pro's and cons for this but did explain they are only in talks at the moment and nothing has been decided. It was explained that if it went ahead the building would stay and at the start be two separate businesses. Long term plan could involve merging the two together. Key staff in the practices could move around between both sites.

PPG members shared their concerns about taking on more responsibilities and are afraid patients may suffer. Ben explained briefly how we would get more funding to provide more staff to handle these concerns. Questions we're asked if the current staff want to stay at Riverlyn. It was also explained that with Riverlyn having over 3000 patients that if we do nothing and no one else is available to support the practice it will have a big impact over night with all the patients trying to find alternative GP Practices.

- **Break:**

Drinks & light refreshments.

- **Pharmacist Visit:**

Dr Foster said he hadn't managed to get a pharmacist to attend this time but when he is back off annual leave he is going to try an arrange for the next meeting.

PPG members did mention how it would be great to get a representative from Evergreens Pharmacy to the next meeting as they have a very positive relationship with them. Dr Foster did mention he also has a meeting with Riverside pharmacy in a few weeks' time. Dr Foster mentioned that one of the PPG's Chairs person who couldn't make the meeting works for the NHS at the hospital and is under talks to see if any of the staff would be happy to attend a PPG meeting to explain what services they offer. Everyone advised they would find this really helpful.

- **Flu Campaign:**

It was discussed to encourage as many patients as possible who are eligible to have the flu jab. How can we make this year's campaign and moving forward better to

ensure everyone gets it. Nurse Jo explained the options to book an appointment i.e Pre book, drop in clinics etc.

Patient's feedback was to encourage as many clinics as possible to enable everyone the chance to get it. We advised that the reception staff do offer the patients an appointment if they call in or if we are calling them. Dr Foster did advise we need to be more slicker in the future so we can beat the pharmacies who also offer the flu jab.

- **Virtual PPG:**

The surgery is always looking at ways to attract more of a spectrum of patients to attend our PPG meetings. Maybe try to attract the younger generation to attend and give their feedback. It was discussed that we could maybe send SMS messages to patients to let them know when the next PPG meeting is and to get in touch for more information. It was suggested to use the notice board in the surgery to advertise the up and coming meetings. It was also mentioned to advertise in different languages and to obtain email addresses as this is a great, free way to communicate.

Patients input to this idea was they feel a simple questionnaire for the patient to fill in and hand into reception and explaining information about the PPG meetings.

Everyone agreed this was a great idea and we will look in to designing one.

**Action plan:**

**PPG Notice Board**

**PPG Questionnaire - Feedback**

- **Any Other Business:**

The patients asked if there is a new system for pre booking appointments. Recently tried to pre book an appointment with Nurse Jo only to be told that staff are only on the rota for a month at a time. Dr Foster asked for whoever does the rotas to review this for the next PPG meeting.

It was discussed that when we send out SMS messages to let the patient know their test results are satisfactory sometimes there can be a breakdown in communication because a few days later patients receive another SMS asking them to contact the surgery to discuss their results. It was explained we will look into ways to ensure this doesn't happen.

Facebook was also discussed with the PPG and generally they said the majority wouldn't use it. Dr Foster did explain about advertising on Facebook and that we could filter for it to attract a particular age group, i.e Over 65's in the Bulwell area. It was asked by a member of the PPG if we had a Practice Facebook account and Dr Foster advised that he would look in to the possibility.

**Action Plan:**

**Consider Social Media – Discuss with Practice Manager**

- **Date of Next Meeting:**

Thursday 6<sup>th</sup> December 2018

**Dr Foster thanked everyone for attending and the meeting closed at 8.00pm**