



Parkside Medical Practice

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

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

MINUTES OF PATIENT PARTICIPATION GROUP MEETING

Thursday 6th December 2018

The meeting was attended by 7 patients

Representing the practice were: Dr Foster, Dr Deolkar, Marie Ricketts (Deputy Practice Manager) Cheryl Daniel (Receptionists/Phlebotomist.

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 for the late start. Handouts of the minutes from the last meeting were handed out and our chairperson kindly went over the details. Main discussions from the minutes included Dr Foster explaining how the Practice had a meeting with the new owner of Riverside Pharmacy and it was discussed how a lot of medications get ordered that aren't requested or needed. It was decided from both patients and the Practice that we will work towards asking patients if they still require all items on their repeat list. More education will be given to the staff to raise awareness and Dr Foster mentioned he would show the staff the Man Eater video.

Action Plan: Video

Also mentioned the Virtual PPG – To attract new patients to join and this was discussed in great detail later in the meeting.

- **Practice Update**
Staff & Recruitment:

No new staff at the present time, however Dr Foster did mention that there were interviews held recently for an ANP but unfortunately this person wasn't suitable for a GP Practice. Also a potential new GP was interviewed who they thought was very good but did mention this person was also looking elsewhere, however the practice will offer a package to the potential GP and together will take it from there.

A patient kindly mentioned that they visited the practice and had a consultation with Dr Sanjani and said he was very nice. Dr Foster added that with Dr Savjani doing regular hours alongside Dr Waldron being with us for 12 months, this offers great stability to the patients and the practice.

- **On-call:**

The Practice has recently started the new on-call system and wanted to offer the patients the opportunity to give their feedback if they had contacted the surgery recently. This had a positive response. They are aware now that there is a message with Dr Foster's voice, generally the patients thought this was an improvement but it was mentioned that the message system was quite long winded to just book an appointment. The patients were encouraging about being happy to gain same day GP access to either a face to face appointment or telephone consultation. Both Dr Foster & Dr Deolkar did mention that the days they have been on call they have been very long days for them and will be monitoring ways to improve.

- **Flu Campaign Update:**

We explained how the Reception team we're really pushing to invite everyone in to have their flu jab and that it is going really well.

- **Riverlyn Integration Update:**

Dr Foster briefly gave a quick update to the patients that weren't present at the last PPG Meeting to bring them up to speed.

Dr Foster and Dr Deolkar explained that they we're still at the talking stages and Dr Foster explained briefly about what cost and funding is available to run a GP Practice & that negotiations we're still ongoing and weighing up all the options. It was mentioned by one of the patients that with all the new housing developments in Bulwell have the GP's had any sort of engagement with this to establish where all the potential new patients could go to gain GP access. Dr Foster replied that he hadn't been invited to attend any meetings to discuss and thought it was a good point.

- **Break:**

Everyone agreed due to the late start to not stop for an official break and said to help themselves to refreshments at any time.

- **Patient Group Survey:**

This raised a lot of interest and everyone agreed how that improving our surveys this will enable us as a practice to thrive on offering a great service to all of our patients. Suggestions like using the free SMS to find out about their experience with the practice. One of our chair people discussed that with help of the PPG and put together maybe 5 popular questions to put on the survey to try and engage with the patients to let us know about their experience with the practice. To receive all the positive feedback but to also reflect on the things the patients think we don't do so well, so that we can look into ways to improve our service. Dr Foster mentioned that everyone makes a note of the kind of questions they would like listed and our chairperson kindly said she would take these away and generate them all for us to discuss at a later meeting and finalise the survey.

It was mentioned that it would be a good idea that we don't make the survey long.

- **Topics & Questions for an outside speaker:**

One of our Chair People we're due to lead this discussion but unfortunately couldn't make it to the meeting. It was decided to add to the next agenda in the New Year.

- **Virtual PPG:**

Again another great topic of conversation and it was agreed that the surgery is always looking at ways to attract more of a spectrum of patients to attend our PPG meetings. It was discussed that the practice is to have a section in the surgery probably by the weighing scales for there to be a tablet doc station so all information about the practice can be viewed and our survey can be loaded onto a tablet so that the patients can fill in their experience there and then whilst still in the practice.

Maybe a member of staff can spend a few hours a week to help the patients and educate how to do the survey and also mention our PPG meetings to try and get a wider spectrum of patients to attend. We felt that if we had this area we could offer the patients the information about what's new in the practice and obtain email addresses so we can invite the patients to the next PPG meetings. It was also

mentioned we could advertise the meeting on the call notice board and also posters around the surgery and maybe external in local places in Bulwell. It was stipulated that it would have to mention that they must be a patient at the practice.

Action plan:

New Tablet Doc Station

PPG Notice Board

PPG Questionnaire – Feedback

Internal & External Posters

- **New Website Demo & Feedback:**

Dr Foster showed everyone a demo of what the new website will look like and received a very positive response from everyone. It was mentioned that he had covered the Bulwell landmarks very well. It was explained how it is mobile/tablet friendly and that hopefully it attracts potential new employees to the practice. It was also explained to everyone about the PPG section and how we could put the new survey on there and attract new patients to the meetings. Dr Foster also showed everyone present our Twitter feed and how all the updates will be on the new website.

- **Any Other Business:**

Dr Foster kindly thanked the Chairs for attending the meeting to discuss this agenda. No other business to discuss only to Wish everyone a very Merry Christmas and we look forward to our next PPG Meeting next year.

- **Date of Next Meeting:**

Thursday 14th March 2019

Dr Foster thanked everyone for attending and the meeting closed at 8.15pm

