

**Birchwood Medical Practice
Patient Participation Group Meeting
Thursday, 14th November 2019 @ 17.30pm**

Attendees: Christine Thorpe (CT) -Practice Manager & Minute taker:

1 Welcome and Apologies

C Burn

2 Review of PPG minutes of 15th August 2019

All items were covered in the Agenda.

3 Matters arising not already on the Agenda

There were none.

4 National Association of Patient Participation

Membership was paid to be part of NAPP for another year. Certificate to be displayed in waiting room notice board.

NAPP newsletter Issue 144 – October 2019 was distributed, conference noted.

5 Additional Roles in General Practice

As part of the Primary Care Network there are additional job roles coming into general practice and these roles are shared with all the practices in the PCN. In Apex we currently have two clinical pharmacists, a social prescriber and a social worker.

They move within the medical practice and provide face to face and telephone consultations and assist the doctors in their expertise for referral and signposting.

6 Patient Feedback

In the PPG feedbox was the following anonymous patient suggestions:

Just received notification of my diabetic review and came in to the surgery to make a blood test. Wouldn't it make sense to put the appointment for the blood test in the letter with the review appointment.

The manager explained that a lot of administration time is used to manage the large diabetic patient register, currently 650. It is a complicated system as some only see a nurse for their review, some see both the nurse and doctor and some just the diabetic doctor, also reviews vary between 3 month recalls and annual reviews. After booking appointments and advising patients of their appointment day/time, many patients ring after the letter to change the appointment time or even clinic, and many Do Not Attend.

The blood test appointment is days before the diabetic review so results are back in time. It is expected that the same issue of suitability will occur. Phlebotomy appointments are available every day whereas the diabetic clinics are unique for those patients and at their review period.

The Practice is already trying to improve the efficiency of the Diabetic and other chronic disease management and appointment systems. It is likely that patients will be sent a text or a letter and advised they are due a review and to book their own appointments in future.

I feel it would be beneficial for there to be a quiet room for those waiting, that have mental ill health or sensory issues, where they could feel calm and less anxious.

We do have a specific room for patient to wait away from the waiting room if they are feeling unwell and do not feel able to wait in the waiting room, this is also an isolation room if someone reports they may be contagious or patients waiting for an ambulance under our care. The room is small with room for a couch and two chairs; there is a call button for assistance.

Whilst we do not advertise this room as an option because we would like to know where patients are if called for an appointment, the receptionists are aware of inviting patient to use the room if they recognize this need for isolation.

I feel another TV Call Screen would be beneficial in the waiting room for those sat in the extension part of the waiting room who cannot see the single screen or who have health conditions that prevent them from getting up every two minutes to check the screen.

The waiting room is set up to allow 40 chairs to face the TV screen. All patients being called there is a loud bell so patients can check for their name. Any patient that has a disability or other condition to allow them to be called can ask the receptionists to assist them to be called by person.

The Call System involves not just the TV screen, but the annual software, maintenance and license costs and is an extensive asset. It would not be a value that can be justified to provide viewing by a couple of chairs that are not facing the current screen in the waiting room extension.

Friends and Family Test

The figures for the Friends and Family test from 1st April 2019 – 13th November 2019:

Would you recommend your friends and family to this service?:

Extremely Likely	273
Likely	131
Neither Likely or Unlikely	14
Unlikely	4
Extremely Unlikely	1
Don't Know	6

7 Influenza Clinics and Tombola

Several of the PPG members kindly volunteered their time to hold tombola clinics at three of the Saturday influenza clinics, with the donations from 2nd hand books they raised a total of £182.25.

They were thanked for their contribution for the fund raising.

8 Funding Suggestions

There is a total of £585.21 in the PPG funding pot, which is raised for the benefit of the patients. Several ideas were discussed including the idea of replacing the bench at the front entrance, or equipment for the practice.

It was agreed that the music license will be purchased at the cost of £383.52.

The benefit for patients will be the enjoyment of the music, listen to current issues and news and provide a level of noise to reduce the risk of confidentiality breaches from the reception desk and nearby treatment rooms.

9 Christmas & New Year Arrangements

We are closed for normal working on the Bank Holidays, 25th and 26th December and 1st January and weekends. However, as part of the extended hours rota shared with our Optimus Practice's we will be offering an hour on Boxing Day, Saturday 28th and Sunday 29th December.

10 Any other business

Recognition of 20th Years working at the Birchwood Medical Practice for Dr S Gough, Dr C Armstrong, Nurse H Lilley and HCA Yvonne Glenford.

11 Dates of next meeting

The next meeting will be Thursday, 5th March 2020 @ 17.30pm.