

Minutes of the PPG Meeting 5th April 2012

Attendees: Ros Burgess, Hazel Duncombe, Maggie Fraser, Jean Gregory, James MacAdie, Gerald Plastow (in the Chair), Pat Weare.

In attendance: Ann Lee, Dr Bruno Capone

Apologies: None received.

1. Minutes of previous meeting: Accepted.

2. Matters Arising:

2.1 The Doctors and their specialisms.

The photographs have been taken. The captions for the board of photographs are in hand.

Action: Completion by mid-May 2012. Dr Rachel Phillips

Details of the Doctors' rotas will be displayed on the same board as their specialisms. **Action: Practice Management.**

Two new signs are soon to be displayed externally, listing all five Doctors in the Practice to be displayed soon. **Action: Practice Management.**

2.2 The Waiting Room – Air Purification/Air Conditioning

An Air Purification system has been proposed which is not an Air conditioning system. Patients waiting to see the Doctors or Nurses currently sit in an atmosphere where germs float in the air. The proposed system is intended to remove these germs thus improving the environment in the Waiting Room.

A quote for an Air Purification system has been received. The cost is approximately £300. **BC declared the money will need to be generated by a fund raising exercise initiated PPG.**

2.3 PPG Fund Raising Activities

BC stated that PPG should focus attention on issues that relate to Patient comfort and the smooth running of the Practice.

Currently the PPG is involved in two fund raising activities. It is agreed that Fund raising is a very difficult, but essential, activity.

At present the PPG is involved in two fund raising activities:-

1. The Wall Mounted Toys for the Waiting Room, to meet the Health and Safety requirements of cleaning.
2. A Cholesterol Machine. The machine will enable the Practice to carry out health checks for patients which include 'on the spot' checks for cholesterol rather than having to send off blood tests to the hospital as we do now. This will make life much simpler for patients as does the in house INR machine for patients on warfarin.

One further request has been raised by the Nurse Practitioner to secure a Reclining Chair, approximate cost of £600.

Action required: It was agreed to request further details about the chair, its uses and benefits for the Patients and the Practice be provided for the next meeting to consider.

BC also declared that there are other pieces of equipment the Government specify for Practices to obtain.

BC pointed out that the PPG is overreaching itself in this difficult area of Fund Raising. The PPG should focus attention on ONE project at a time.

Action required: It was agreed that the Wall Mounted Toys should be installed as soon as possible.

2.4 Privacy in Reception

2.4.1 Confidential Request for an appointment – coloured request notes should be available on the counter to enable a request to be put in writing

Action for the Practice Management: The system to be introduced and working by mid-April. A copy of the details for a Confidential Request for an appointment to be displayed in the Waiting Room.

2.4.2 Request for an appointment – confidential discussion

Action for the Practice Management: A more prominent sign should be displayed to let patients be aware that the Receptionist can take them to the back of the office where they may have a brief conversation on the need to see a Doctor. One further copy of this notice to be displayed in the Waiting Room.

2.4.3 Patient Confidentiality – on screen in Reception

Currently it is possible for people in Reception to lean over the counter and view details on the Receptionist's computer screen. It is proposed that a mask be provided around the computer to eliminate the opportunity to see confidential Patient information.

Action: Ann to report progress at the next PPG meeting.

3. Concern about Patient Abuse of Staff

Two Receptionists have resigned in the last few months. They have been subjected to verbal abuse from Patients. This abuse has been face to face at Reception and over the phone also. See item 5.1.

Action for the Practice Management: It was proposed that a notice should be displayed in reception advising aggrieved patients of the proper means of expressing their complaint and requesting that the receptionists should not be verbally abused.

4. PPG Action Plan to promote awareness

A number of ideas were discussed which included the following:-

4.1 Development of a Patient e-mail database for cost effective communication.

4.2 Creation of a PPG website – either as a “stand alone” website or as a part of the Lonsdale Medical Centre website. JM outlined various options and costs for an exclusive PPG website.

Action: JM and AL to explore the Lonsdale Medical Centre website and make recommendations at the next PPG meeting.

4.3 New Patient Forms to include e-mail addresses and a “tick box” to give permission for PPG to use the e-mail address solely for its own communications.

Action: Awareness of the PPG.

4.4 Creation of eye catching PPG posters and leaflets and newsletters for the Waiting Room and other suitable locations within the building

Action: PPG awareness is a vital topic that requires “thinking outside the box” to develop effective approaches to raise significantly the role of the PPG in helping both Patients and the smooth running of the Practice.

5.0 Program of Information evenings

The concept of Information evenings is about awareness. Across all Age Groups, Sexes and Races there is a need for information.

5.1 Suggested Topics

A number of topics have already been suggested which include:-

NHS Reforms and how this affects both the Patients and the Practice

Abuse of Staff by Patients and relatives

Medical conditions affecting different groups (e.g. by age, sex, etc.)

The Role of Social Services and Age Concern in dealing with illness

Dementia and other degenerative conditions

Chronic Heart Disease

The home treatment of children’s ailments

Further topics are required from Doctors, PPG and Patients to enable a short program to be developed.

It is intended that the Information Evenings will be held four times a year.

Action: PPG to develop a short list of meetings by mid-June.

5.2 Meeting Locations

A meeting hall that will cater for some fifty people will be required. A number of locations were discussed which included:-

The Red Cross Hall, John's Street

Christ Church

Toc H

Quaker Hall

St John's Church

Salvation Army Hall

Action: The costs, location, parking facilities and size to be investigated by mid-June.

5.3 Funding for the Information Evenings

The Practice Budget contains a Provision for funding the activities of the PPG. It was agreed that a mini-fund, of say £100, should be held by the PPG to enable the booking of venues for the Information Evenings and other running expenses

At each Information Evening it was agreed that a collection from attendees would be in order to help fund the Information activities.

Action: The chairman to approach the Practice Manager to secure a mini-fund for PPG, before the next meeting.

6.0 Draft Constitution for PPG

PPG needs to have guidelines within which it operates. The previous framework is considered inappropriate and a new one is proposed.

Action: AL to circulate the Draft Constitution to all PPG members.

Action: All members to send comments on the Draft Constitution to the Chairman, before the next meeting, at g.plastow@lineone.net .

7.0 Patients Self Register System

Discussions on the provision of a system where Patients arriving for an appointment with the Doctors or Nurses can **book themselves in**. This will reduce the congestion in Reception and speed up the process of registering the Patient's arrival. Touch screen systems have been in use in many Practices for some time. Location of the device(s) is a key factor.

Action: The Practice Management to advise on progress at the next PPG meeting.

8.0 Administrative Matters

8.1 PPG Communication

Action: All members to notify AL of their e-mail addresses as soon as possible – contact AL at ann.lee4@nhs.net.

8.2 Practice Nominees

The invitation for doctors to attend future PPG meetings when appropriate to further a continuing good relationship between the Practice and the Group. It is hoped that the Practice will rotate its nominees so as to include the Doctors and the Nurse Practitioner.

9.0 Date of the next meeting

Thursday 17th May at 7.00m.