

## **Minutes PPG Meeting 18<sup>th</sup> August 2016**

**Present:** Pauline Hill, Elizabeth Trellis, Archie Howie, Clare Bush, Michele Wall, Joanna Chaplin

**Apologies:** Janet Cock, Kerry Ekins-Malcolm, Shelagh Woolmer, Adrian Webb

**Minutes from the last meeting reviewed and agreed.**

### **1. Introduction of our new Business Manager.**

Michele introduced Joanna and then Joanna introduced herself with a brief summary of work history.

A summary of the management structure was then discussed detailing relevant responsibilities of John, Dawn and Joanna.

The members of the PPG then introduced themselves to Joanna.

### **2. CQC Inspection.**

Michele advised everyone that we will be having our inspection on 24<sup>th</sup> August.

Michele explained what our inspectors will be looking at when they visit and explained the categories around the quality and safety of our services: Safe, Effective, Caring, Responsive and Well-led.

Michele also then advised of the 6 population groups for the quality of care:

- Older people
- People with long-term conditions
- Families, children and young people
- Working age people(including those recently retired and students)
- People whose circumstances make them vulnerable
- People experiencing poor mental health(including people with dementia)

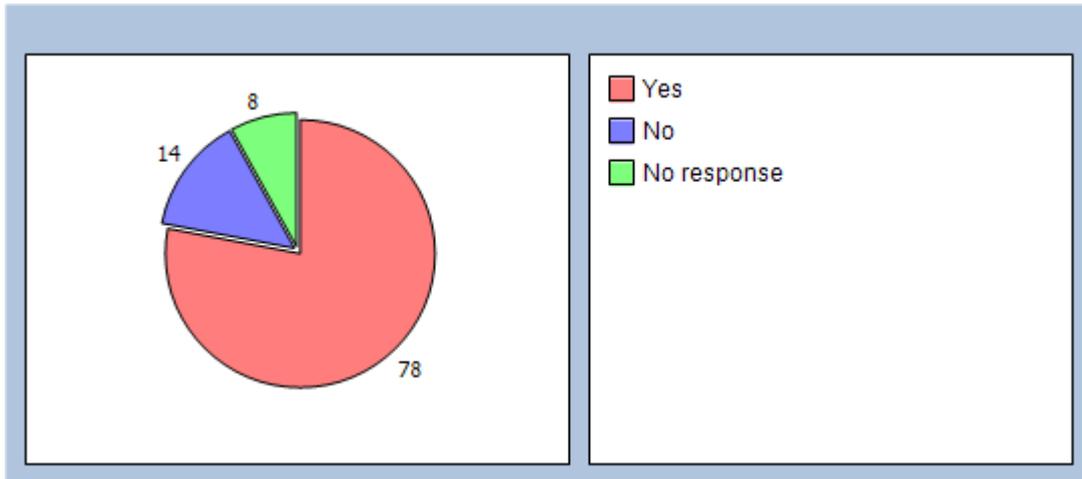
Michele also advised on some of the information we need to provide before the inspection and on the day Michele will provide a presentation to the CQC.

It was also mentioned that the CQC inspectors would be keen to talk to some of our members and advised that we are getting an agenda of times together. Archie will advise Jo of a suitable time and Pauline can come in at 2pm.

### **3. Patient Feedback Summary.**

The Virtual PPG patient survey was then discussed. 64 people undertook the survey.

Do you feel that the surgery premises are adequate for patient need?



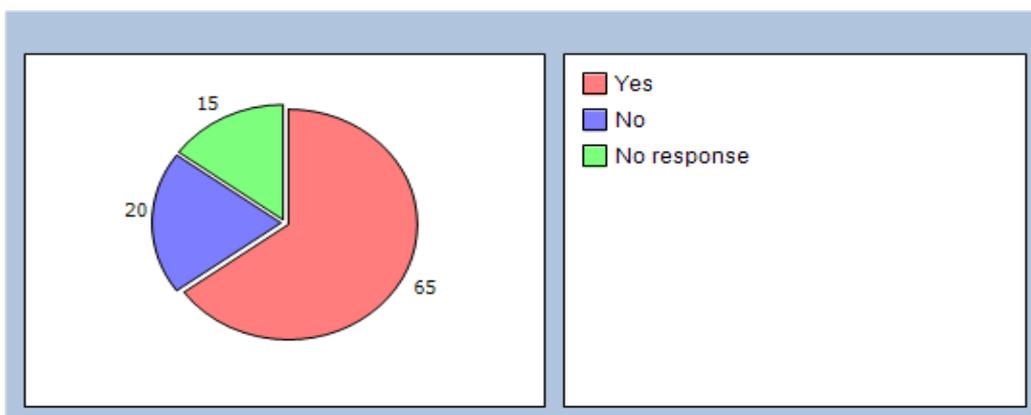
Whilst 78% stated that they felt it was adequate there were many comments left that were similar along the lines of “whilst it is currently adequate it will soon not be due to the growth of the village”, comments regarding limited parking and the size of the waiting room were also made regarding the future.

The survey also asked about communication regarding the change of computer system. Before, during and post migration we have ensured communication posters on consulting doors, reception area and outside the building. The website was also populated with information regarding our system change.

We have made an action plan to follow up on comments regarding the premises. For example:

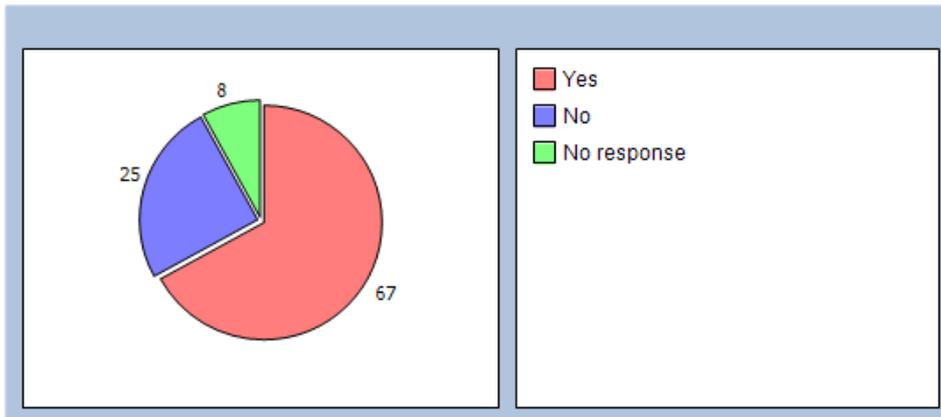
- Patients would like a bicycle rack
- Waiting room looking tired and dull
- Van parked outside the front of practice makes it difficult and dangerous to enter/exit the car park. (Discussed further later on agenda.)

Do you feel the surgery offers sufficient on-line booking appointments?



65% felt there were sufficient on line slots.

Are you happy with the current balance of on the day and pre-bookable appointments?



Once again the majority of 67% were happy with the balance.

Patients were also asked if they liked or disliked our on line prescription ordering system. Positive feedback was received on this.

**4. Double Yellow Line Petition.**

Further to comments made on the patient survey Dr Dawson drew up a petition to be signed to assist with our request to have the double yellow lines extended at the front of the surgery. It was agreed by all that it is very difficult and dangerous to get in and out of the surgery car park whilst a big vehicle is parked at the front. We currently have a lot of signatures. Jo to liaise with the relevant department to confirm that they will accept a petition in this way or would an e mail petition be more suitable as Archie informed us that sometimes they will not accept hand written petitions as they cannot confirm that they are actually signed by different people.

**5. Feedback from change of computer system.**

Michele informed everyone about the work that had to go in to this system change behind the scenes and also why we had to reduce clinics etc. and the issues that have been faced by all the departments. Michele also advised at how pleased we are with the system and whilst we are still learning this will be a wonderful asset for continuing and improving our patient care.

The feedback from everyone has been really positive and the only issue that was mentioned was the on line registration and having to bring in identification. Michele acknowledged this but also advised that obviously this related to data protection and therefore we had to request this.

**6. A.O.B**

- Elizabeth advised us that there will be an exhibition in the village on the 26<sup>th</sup> and 27<sup>th</sup> of August (from 4pm on 26<sup>th</sup> and 2pm on the Saturday). There will be petitions here to sign to stop the building in Rowhedge. This is when Archie advised us that he had information that a petition that just involved signatures would not be sufficient. There is an electronic petition. Archie will e mail Michele and Elizabeth the link.