

## Minutes of the Patient Participation Group Meeting held 14.11.2018

Present: Dr Julia Thomas (GP Partner)  
Rita Taylor (Patient Experience Manager)  
Stephanie Hopkinson  
Allison Maclean  
Lucy Gardner  
Archie Wheeldon

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Dr Thomas introduced herself as the new GP lead for the Patient Reference Group. We thanked all the members for attending and we welcome our new member Archie. We explained that the PRG is formed in order to help to improve the services to the patients and gives a voice to those on the panel.

Archie is a student and therefore his input is invaluable to us and he told us about his recent experiences. He said that there is a long wait for the prebookable appointments. He also said that does he really have to listen to the same message that he has listened to every time he rings us up? Could we stop saying this now? These are items that we can take back to the partners for discussion. We asked him why he thought that students do not come to the meeting and he said that as the students think that the surgery is great, why would they want to come.

Archie also said that while he felt that we were doing everything right he thought a bit of colour in the waiting room might be in order to make it more student-like. Maybe paint the barriers with some colour. We will take this to the partners.

### Election of Chair/Secretary

We asked if anyone present would like to be Chairman of the meeting. Allison volunteered so we duly elected her as the new Chair. Rita will continue as secretary to take the minutes and arrange the meetings.

### Self-Care week

We have been promoting this week 12<sup>th</sup> to 18<sup>th</sup> November. We have items on the plasma and website, Facebook and Twitter.

### Patients name on plasma screen to go upstairs/downstairs

This was suggested by a PRG member. This is not possible at the moment. Other surgeries have a tickertape screen.

We discussed patients not always knowing which floor they were supposed to be on. When they check in on the check-in screen it tells them at that stage which floor they are on. It was suggested that the patient could acknowledge this so that they take notice of the information.

### PPG Webinars

There has been an email from Francesca Pendino dated 20/8/18. This has been sent out and PRG members have had the opportunity to do this.

### Online services

How to encourage uptake. Rita/PRG/patient online services guide.pdf to read and come back to us for suggestions. Archie said that the students would prefer to book online rather than ring up. Our up-take has risen.

### GP survey

We will be taking some questions from the National survey and elaborating on them. Does PRG have any suggestions for questions? It was suggested that we could insert the odd question into the check-in screen. Again this is not possible as we only have set questions to use. It was noted how poor the uptake is of the national survey. We showed our new banner to the members that took frequent comments from the last GP survey that showed that there were things that patients were not aware of. This gave us the opportunity to be more positive and to give information to the patients.

We wondered whether we should be entirely virtual – as this seems to be the preferred way of our demographic – or should we have a mixture? The members present felt that we should have a couple of meetings per year.

Allison suggested that a get-together at Christmas would be a good social event to consolidate the group. All present consented to the exchange of emails for this purpose.