

**Northgate Surgery Patient Participation Meeting  
Minutes of Practice Meeting held on  
6<sup>th</sup> June 2016**

**Present:** A Kemshell, B Hinchcliffe, C Birch, C Eades, C Pearce, G Ivey, A Jarratt, W Bailey, C Smith, L Smith

**Apologies:** B Dunderdale, S Smith, L Froude

	<b>Minutes of Last Meeting:</b> Agreed as a true record.	
	<p><u>INTRODUCTION</u></p> <p>AK started the meeting by telling all members that AS and SC would not be joining us as we have a CQC inspection which they are preparing for. CB said this was very disappointing and all other members agreed. AK explained that these meeting are supposed to be led by the patients rather than by the practice managers. CB added that since having AS and SC at the meetings they have been a lot better as they always follow up the action points and have most of them completed before the next meeting.</p> <p>All PPG members introduced themselves and welcomed new members LS and CS.</p> <p>AK asked the group if they had any matters arising from the minutes of the last meeting. AK then explained that Doctors still do not want their photographs on the website or up in reception but a paragraph about each doctor has been put on the website as well as a list of all the staff and their role at Northgate Surgery being sent out to all members. CE said she was surprised that Doctors do not want their pictures on the website as this is helpful for patients. CP added that he thought this was more patient friendly and wonders why they don't as it is common in other practices. AK explained that there may be personal reasons behind this.</p> <p>CB said the website is now a lot easier to use since being changed. CP said the website news is a problem as you can only see part of it unless you scroll down which isn't very helpful for patients. AK explained that the website is a template and this is difficult to change.</p>	

## PRACTICE UPDATES

AK told the members that we have not had many problems with the prescription line closing but there are still a couple of patients ringing the old prescription number. AK also went through the methods of ordering prescriptions. AJ asked how long it takes the prescription to be done after handing in the counterfoil into reception. AK said it would be 24 hours. AK told the members that even though we offer all these different ways of ordering prescriptions some patients are phoning the surgery asking to be put on the advice page for a doctor to ring them back then while on the phone to the Doctor they are ordering the prescription. AK then went on to say that since the implementation of the 24 hour prescription service Julie's workload has become tight.

Members then asked if the pharmacist had started working yet. AK said she had started but realised that the position we were offering wasn't suitable for her but we are looking to recruit another that can also help with small prescription tasks.

AK also informed the group that all receptionists are now wearing ID badges.

CB asked if the practice had looked into having a Facebook page. AK expressed her concerns that having a Facebook page could be open to legal problems and people may put things on there that are not appropriate or reveal too much about themselves and we would also need someone to police the page. AK said that the telephone slots with Mel are now available so young people can phone the surgery for advice. CS added she thought this was a good idea and would use the service if she needed it .

AK said we have a CQC inspection on the 14<sup>th</sup> June which she expects we will do well on as everything is getting done in the lead up to it. She explains the practice is expanding as we expected with the new local housing being built. CE asks what percentage of ages we have. AK replied that we have a lot of young people but we also look after a lot of care home. AJ said that carers from nursing homes used to attend the meetings but have not come for a while. AK said this might be because of a high staff turnover and the ones that used to attend are not there anymore.

## PATIENT QUESTIONNAIRE

AK explained that she thinks the questionnaire she has altered is ideal as she has kept most of the questions but reduced the format to 2 sides of A4. AJ said this is a good idea and thinks AK has done very well.

GI said she feels this is too much like the old questionnaire that we were trying to get away from and there isn't room for patients to say what they think. CP said he would like to echo what GI has said and that this one gathers a lot less information. LS asked to see a copy of the old one and the one that was previously created by the PPG group. CP says the original one was too long and so we developed one with three separate questions which will go out at separate times of the year. CP also adds that the original copy was unfriendly which seems to have been created to just tick boxes for the practice. AK explained that this is not the case and that the practice does not have to do a questionnaire for patients.

AK said she is concerned that the other questionnaire would be hard to collate and would put pressure on the admin staff. CP kindly offered to help with this.

LS said she feels that only people who have had a bad experience or a good experience would fill out the questionnaire and we would maybe miss the people who had neither had a good experience or a particularly bad experience.

CB added that the questionnaire created by the patient group allows other patients to give explanations for their answers. He also asked how we are moving forward. AK replied that a lot of time has been spent on this so it does need to be finished, AK thinks that there is more chance of patients filling in a shorter one but maybe we could add an extra page for any comments patients may have.

GI suggested that we could vote for which questionnaire we want to go ahead with. LS said we could trial each one. CS asked AK if the practice wants quality or quantity. AK replied that we want a mixture.

GI completed the questionnaire AK had done and handed it back explaining there is a lot of questions about the nurse. AK said we



