

Rooley Lane Medical Centre

Patient Participation Group (PPG)

Thursday 14th March, 2-3pm

Minutes

Present:

PPG Members: TC, PC

Staff: Dr D, DW, 2x med students

Apologies: AH, TH, JM

1. Introductions and welcome

The 2 medical students introduced themselves to the group and what they were doing at the surgery.

2. Any issues the group want to raise?

PC was keen to get an update on toenail cutting services. Last year we were told this is not possible. We will ask the Primary Care Network whether they can look at it again this year.

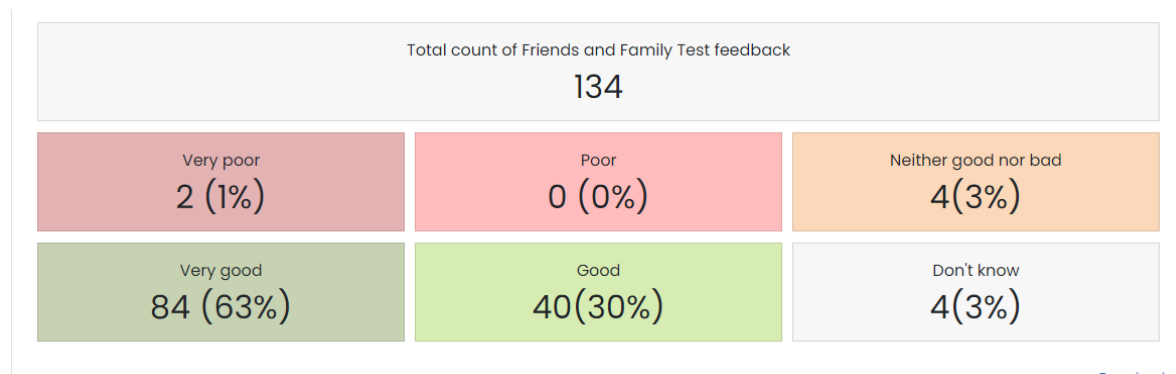
3. Update from action points from last meeting

Action points	Update
Staff wellbeing	Dr K still hasn't managed to get on this training yet. However PCN wide there is another trauma informed care training provider so we are looking into what is required for all staff to do this.
Community groups in the waiting room	TC stated Sutton House and Restore college are interested in doing this. However staffing issues are affecting all voluntary sector organisations due to the cuts to the Bradford Council. TC mentioned hopefully these issues should resolve in a few months then we can look at what services we can have in the waiting room to talk to patients as well as talks to our clinicians. JM has workload issues but is promoting the patient group when seeing patients.
Digital TV screens	IT have given us the go ahead to get the screen. DW completed the site survey and are now waiting for the screen to be installed. By next meeting these should be installed and ready.
Clinical Research Network team to come and meet PPG	The group were happy for a clinical research champion to come and give a talk to the group and to our clinicians about being a research practice (this does not mean you have to sign up for taking part in research).
Survey platforms	No support from the old CCG. Survey monkey allows 10 basic questions for free. Should we be encouraging patients to use CareOpinion for feedback? We will look at this at the next meeting as we didn't manage to look at this in detail today.

4. Review of friends and Family Test results

Below are the last 3 months of the friends and family test results which have been submitted via patches. These are very pleasing to see 93% of patients have rated their experience with us as Good or Very Good. Also to note is 1 of the very poor selections was accompanied with the

text "Good service today, very good". So it looks like this selection was incorrectly chosen, but unfortunately I can't change any answers! This is only Patchs users though.



50 patients of the above also left lovely comments like:

"Response is always quick and I'm always helped."

"The medical person I saw today was exceptional, caring, supportive. Talked me through an episode which occurred face to face and something I'd never experienced in my life before. "

"Always helpful and responsive and respectful"

"As a relative new patient to the practice I have found making appointments and talking with a GP/nurse very easy"

"They have always been very helpful and supportive."

We also looked at Friend and Family forms that have been completed in-person by people in the waiting room. These were also very positive.

5. Drafting a more bespoke survey

DO to only being allowed 10 questions on survey monkey, we decided on designing 2 surveys. One is questions focussing on the building, and the other is on the services we provide.

For the building survey the following questions were put forward:

- 1) Is the surgery welcoming?**
- 2) Do you have any issues accessing any clinical rooms and/or toilets?**
- 3) Do you know you can take your blood pressure and height and weight in our self care room? Or able to use our free guest wifi in the building?**
- 4) Is there anything missing in our waiting room that you would like to see?**
- 5) Would you recommend Rooley Lane Medical Centre to your friends and family?**

For the access to services survey the following questions were also put forward:

- 1) Did you know you can book in direct with the following clinicians without seeing a GP or Nurse: Social Prescriber, Physio, Mental Health Nurse,**
- 2) Did you know you can request a) to see a specific GP if they are in on that day b) either face to face or telephone?**
- 3) Have you used the Queue buster callback function on the phone line and did you get an appointment?**
- 4) How could we improve the telephone message when contacting us?**
- 5) Would you recommend Rooley Lane Medical Centre to your friends and family?**

On both surveys questions 6-10 will be information gathering about their age, gender, ethnicity etc

The above will be turned into a surveymonkey produced by Dr D. These will then be sent to our patients consented for SMS. We will also explore opportunities for PPG members to distribute the survey in the waiting room where they can help people to fill it in.

6. Date of next meeting:

Thursday 16th May 2-3pm