

Rooley Lane Medical Centre
Patient Participation Group (PPG)

Thursday 12th January, 4-5pm

Agenda

Ground Rules – we will...

- Work together and get stuck in, to deliver results as a group
- Provide constructive feedback on a range of issues
- Aim to improve the experience and care for the whole practice population
- Listen respectfully
- Maintain confidentiality
- Agree that all views are valid, even if we do not agree with them – difference of opinions will happen
- Treat all members equally as individuals
- Support each other
- Have fun
- Keep to a timetable – start and finish on time

Agenda

1. Welcome and introductions
2. Update on inviting other staff members to join the meeting
3. Feedback on our display of results of the Friends and Family test – are we using this enough?
4. Audit of results of when all the appointments run out each day – what should we do about this?
5. Future work you would like to be involved in with the PPG
6. Date for next meeting

**Rooley Lane Medical Centre
Patient Participation Group (PPG)
Thursday 12th January 2023, 4-5pm**

Minutes

PPG members: HM, SR, AS, PC

Staff: Dr D, DW, NB

Minutes

1. Welcome and introductions

Welcome to our new PPG member PC who came today to her first meeting.

2. Update on inviting other staff members to join the meeting

NB our lead practice nurse came into the meeting for a short while. We will try and get as many other staff members to attend from management, the community, and other clinical staff members. These include staff members from the Restore college being able to come out to give us a talk.

We are hoping that meeting with staff from Restore college might allow us to do some other work, such as asking them to run courses on how to use systmonline to book appointments or request prescriptions for patients. SD also said she doesn't mind doing 1-1's in the surgery to support patients who are struggling with this. Restore college might also be able to support setting up a meeting of patients from the 4 practices which cover the local area.

3. Audit of results of when all the appointments run out each day – what should we do about this?

DW explained the audit results as shown in appendix 1. However, it was agreed it wasn't the best time to audit over the Christmas period. Therefore, DW will carry the audit on daily for another month. We can then review the results. The group members commented that they often receive a busy signal when ringing up from 8am. We were assured by our phone provider that this shouldn't happen as our new phone system can accept unlimited lines coming onto the platform. **DW will chase up with our phone provider.**

Update: *Our phone provider has said the system does allow an unlimited number of calls on it, however Virgin who provide the phone line will have a max number of people able to be on the 223118 surgery number at the same time and will give a busy signal. They have requested on our behalf to Virgin to have this number increased to cope with our demand.*

4. Future work you would like to be involved in with the PPG

The group were asked ways of we can make the waiting room more appealing and colourful. The ideas which come up included:

- fake plants along the top edge of the waiting room (not at ground level due to people leaving items in them)
- An artist doing a mural on the wall.
- Having a chalkboard? Or chalkable paint to draw on?
- Not having a toys area as it wasn't appropriate for the size of the waiting room and the regular cleaning required for infection control. But possibly magnetic letters/pictures or animals to play on the outside of the lift in a designated area?.

We also discussed having our own PPG display board back up and what would be the best position. We all agreed as long as its facing patients and not in the corner hidden away then anywhere is fine. The group were also happy to do any health promotion and put up any information regarding awareness days/months on the board. On our PPG board we would advertise the Friends and Family Test more and things we are doing in the practice.

The practice also want an awareness of the month board as well. The group were happy to come and design the board with content (with support), e.g. asthma week, diabetes awareness month, stop smoking Stoptober etc

5. Date for next meeting

Provisionally booked for March 2nd at 4-5pm **JD will invite someone from Restore College to attend**

Appendix 1

Audit of the time the message of no appointments left went on the phone system

| Date | Time | Notes |
|--------------------------------|---------|--------------------------|
| Mon 5 th December | 8:35am | |
| Tues 6 th December | 8:50am | |
| Weds 7 th December | 9:30am | |
| Thurs 8 th December | 8:31am | |
| Fri 9 th December | 8:47am | |
| Tues 3 rd January | 1:30pm | Over locummed for demand |
| Weds 4 th January | 1:30pm | Over locummed for demand |
| Thurs 5 th January | 1:30pm | |
| Fri 6 th January | 1:30pm | |
| Mon 9 th January | 8:35am | |
| Tues 10 th January | 8:47am | |
| Weds 11 th January | 9:40am | Was 2 appts left at 10am |
| Thurs 12 th January | 8:29am | |
| Fri 13 th January | 10:01am | |

Note: Dr Manby has already set the message to go on Monday appts at 8:35am.