

Patient Participation Group Minutes

Meeting held at VHC at 1pm on 04.07.2019

Present: Cath Verhoeven (Chair) Debs Main (Secretary), Bill Brown, Anne Hardy, Barbara Kendal, Christine Roach, Roy Sells, Robin Taylor.

On Behalf of the practice: Gill Crawford (Deputy Practice Manager), Dr Elias.

Apologies: James Pam, Sue Clague, Alan Wilson, Tryphena Anderson, Martin Rudge Pat Graham, Micheal Stewart, Catherine Wallis, Dr Mawji.

Agenda

- 1. Ratification of Minutes:** the minutes for the meeting on 03.01.19 were ratified.
- 2. Introductions:** As this was the first PPG meeting that Gill Crawford (Deputy Practice Manager) has attended the the PPG members introduced themselves and Gill gave a brief overview of her background. She has worked in the NHS for 12 years and was previously at the Belvior Health Group Surgery - there will be a short piece about Gill in the next newsletter. Gill also mentioned that the new practice manager, Simon Jones ,will be starting in August.
Action: DM to include profiles of Gill and Simon in the next newsletter.
- 3. Matters Arising:** Some “Matters Arising’ have not yet been followed up due to the changes in management at the practice, these will be discussed once the new practice manager and deputy are more established in post.
Action: CV to follow up
- 4. Patient Experience:** Catherine Verhoeven has been alerted by other PPG members that there have been inconsistencies in how patients are treated when they interact with both surgeries ie abruptness and not being given consistent information. CV said that the PPG understand that the practice staff have been under some pressure since the closure of the Mapperley Park Practice and changes in management but we hope that with new management in place things will improve. Gill Crawford informed the group that reception staff training is on the list of thing to be done. She also said that the matter of staff uniforms is still under consideration and she is in favour of them as they provide a positive first impression, the majority of the PPG present agreed. Staff wearing name badges was also mentioned by the PPG as being essential in letting patients know who they are dealing with. The idea of a photo board was raised again and will be considered.
- 5. V&M Practice Updates:**
 - Following the closure of the Mapperley Park Practice extra admin staff have been arranged and new Doctors employed to cope with the influx of new patients.
 - Saturday opening - Once per month Mapperley Surgery will open on Saturday Mornings
Action: DM to include in next newsletter and produce a poster for the waiting rooms.
 - Dr Worsey and Dr Adams are leaving the practice and their sessions will be replaced, hopefully with GP partners.

- Telephone System - the PPG reported that the new telephone system still needs improvement with long wait times experienced by patients. Catherine Gordon (the previous practice manager) was auditing this at peak times and this still need to be monitored by the practice.
- Website - the PPG raised the practice website again, as it is often used as the first point of contact for patients and it has long been in need of an update.

6. Questions from PPG Members:

1. Q“Have the GP partners considered opening the surgeries on the half days they are currently closed?” A: there would be problems covering these times from a staffing point of view and it will depend on how many new patients are registered as to whether this could be accommodated.
2. Q“There are long wait times for routine appointments and limited appointments available to book on line.” A: this was acknowledged as a problem and will continue to be monitored.

7. **Close of Meeting:** The PPG wished to state that there were many positive things experienced by their members too and praised the practice teams hard work through a difficult period.

Next PPG Meetings:

At: Mapperley surgery On: Tuesday 15th October At: 1pm
 At: Victoria Health Centre On: Thursday 16th January At: 1pm
 At: Mapperley surgery On: Tuesday 21st April At: 1pm
 At: Victoria Health Centre On: Thursday 16th July At: 1pm