**PARKSIDE MEDICAL PRACTICE**

**Minutes of Patient Participation Group - Tuesday 17th March 2015 at 10am**

**Present Members of staff:** Sharon Hirst and Nisa Iqbal,

**Patients present:** Councillor Sadaqat Ali Khan, Renata Dziama and Dani Mistry

**Apologies from:** Usman Khanan, Mirza Mohammad Sabir and Bushra Kauser

**Agenda: -** Discuss outcome of patient’s survey and patient access survey.

1. The group were all given copies of the patient survey and patient access survey which was analysed by NI. A copy of the pie chart and copy of the patient survey were given to the group and they were asked to give any feedback on this. They said that they will let us know if they have any feedback.
2. They were happy with the practice nurse moving to room 26 instead of room 19 as in room 19 you could hear the conversation the nurse was having with the patient. DM commented on this, as a few times when she has been sat in the waiting room you could hear the conversation that the nurse was having with the patients. RD said to cover the sign on the door of room 19 which still says Sue Gavin’s name on it as patients still thought Sue Gavin was working with us, but she had left last February 2014.
3. SH informed them that the practice is in the process of getting a call board and a self arrival screen. The group asked to move the chairs to be facing the back wall as patients can hear all the conversations the patients are having with the reception staff.
4. SH informed them about the Pharmacy first scheme for children and patients who do not pay for their prescriptions, the group were not aware of this service. The group said that we should give all patients who have been referred to this service a list of allergies they have, we will look into this.
5. The group were informed about the interpreting service, which is available for all patients who cannot speak English, as long as we have 24 hours notice or we can use the language line. They also wanted a notice to be put in the waiting room in different languages, saying if they require an interpreter they should let the reception team know when booking an appointment to see any clinician including the Nurse and healthcare assistants.
6. The group were told about the appointment system which we have and about the call back service (telephone consultation) which we have available when all appointments have been booked. They were also told about the SMS text messaging service which we recently started System on line for on line booking. They were also told that we have a couple of emergency appointments in the afternoon for children and the elderly on a daily basis.
7. Councillor Khan said that he would have a word with our patients who are in his ward who would be interested in our PPG group as they all complained to him not been able to get an appointment in the morning as it was too busy.
8. The group were told about the customer care programme which the practice reception staff attended. SH shared this information with the group and they agreed to the following three objectives.

A) Staff performance attitude and helpfulness and to create an induction book for staff, setting out clearly appearance, attitude and behaviour and to apologise when they cannot do what they are asked.

B)They had concerns with regards to confidentiality at the front desk when answering the telephone, to request a call board and an arrival screen and to change positioning of the seats in the waiting room without obstructing the desk.

C)Patients to telephone after 10am for any results including blood results as lines are busy between 8am and 10am for booking appointments as we have two lines with the same telephone number as it is very hard for the patients to get through. SH told the group that the patients should press redial to get through to the Practice.

1. DM said we should have music in the surgery. SH said she would look into this to get a music licence.

AOB – None

Next meeting to be arranged end of April 2015- Date to be confirmed