**Notes of the Riverside Medical Centre PPG Meeting**

**Held on 13th April 2016**

**Present:**

Joyce Swindlehurst PPG Chair

Sylvia Megson Patient Representative Margaret Shillito Patient Representative

Lynda Ellis Patient Representative. Barbara Chilton Patient Representative

Janet Eaton Patient Representative Cath Wilson Riverside Medical Centre

Apologies none

**Notes from previous meeting**

Agreed

**Matters Arising**

Joyce worked through the results of the Patient survey as distributed with the previous minutes.

Overall the impression gained from the survey was that the majority of patients who responded to the questions asked were happy with the introduction of the open surgeries with an average of 84.5% being in favour of them.

The Practice has taken the decision to extend the open surgeries to each morning from 1st April, with a slight reduction in the timings. Patients will be able to attend each morning between 8am and 10am to see a clinician. Appointments will still be available during the afternoons for pre-booked and same day appointments as happens presently.

Discussion took place around the benefits of open surgeries but also acknowledging that this type of service does reduce the number of pre-bookable appointments and the issues with continuity. Overall it was agreed that the benefits outweighed the negatives aspects.

The group considered the comments which patients made during the survey and talked through the suggestions.

The Practice has already agreed to purchase a TV for the waiting room, however, the installation has been delayed due to some minor alterations which are currently taking place to provide more consulting rooms. This is still on the agenda and will be installed as soon as is practicable. The TV will show the news and will display subtitles rather than have any volume.

It was pleasing to see that patients valued the telephone consultations and it was agreed that in many cases this was a far more appropriate way of consulting with the Clinicians.

It was also noted that patients were now sitting in the Main waiting area which has addressed some of the concerns the Group had about confidentiality and being able to hear some of the consultations taking place when sitting in the corridor – it was agreed that there would be occasions where it may be necessary for patients to wait in the corridor rather than the main waiting room, however, this is limited to those who are disabled or in wheelchairs.

It was agreed that the introduction of the ‘call screens’ had addressed the issue with the Tannoy system, as few Clinicians use this method of calling patients to their rooms.

One comment made about 8am being too early for the elderly and those working was discussed. Cath advised that the surgery opened at 8am and staff were available to deal with patients enquiries and concerns until 6pm each day – there was the facility to speak to someone throughout the day, even during the mid-day when the phones were available for emergencies.

Cath advised that the notice boards had been de-cluttered and were being changed as new information/seasons & topics became relevant & available

There was a comment suggesting the Practice Triage all the walk in patients and another comment stating that the staff should not be asking what patients wanted appointments for, discussion took place on the difficulties of trying to make sure patients were seen in a timely manner depending on their symptoms and also making best use of the clinicians and their specialties.

There were comments about some communication difficulties some patients had experienced at the Practice. Cath advised that without specifics this was difficult to comment on, however, the Practice was keen to hear about times when things haven’t gone well as they could be addressed at the time and the learning used to improve the patient experience.

It was acknowledged that improving the patients experience was paramount to ensuring satisfaction.

Joyce & Sylvia expressed concern that the Group numbers were dwindling and that despite many assurances from patients that they would attend the meetings, this had not materialised. Discussion took place on whether the Group should look to change the day and time of the meeting – Cath agreed that this was now a possibility as the meeting room was free to be used on most days.

Cath suggested that she could prepare a PPG newsletter outlining what the Group did and how it had contributed to changes in the Practice – everyone agreed this would be a useful piece of work. Sylvia & Joyce agreed to come into the surgery and speak to patients to raise awareness and try to recruit some new members.

It was also agreed to move the meetings to bi-monthly as it was felt that little was gained from meeting monthly when there was no project on-going.

Next meeting Thursday 16th June at 2pm in the Meeting Room (Bungalow)