**City Way Medical Practice**

**Minutes of the Patient Participation Group Meeting held on Monday 30th September 2019**

**PRESENT:**

|  |  |
| --- | --- |
| **Graham M Trice** | **Jean Wahanchuk** |
| **Vernon Hull** | **Mark Goldsmith** |
| **Brian Skinner** | **Pam Jordan** |
| **Maggie Sharp** | **Linda Brailsford** |
|  |  |

**STAFF PRESENT:**

**Dr Shastri**

**Kelly Temple**

|  |  |  |
| --- | --- | --- |
| Item  |  | Action |
| 1 | **Welcome**Graham Trice chaired and welcomed everyone to this meeting. Attendance sheet  |  |
| 2 | **Apologies**Received from Elizabeth Trice and Chandra Tiwari |  |
| 3 | **Approval of the Minutes of the meeting held on 17th June 2019**Approved |  |
| 4 | **Matters arising/outstanding from the previous meeting*** GT asked about the survey. KT informed the uptake was poor. MG was the only PPG member who attended to help with the survey but unfortunately he attended later in the afternoon when exceptionally quite. Thanks given to MG.
* Mornings are the busiest time to attend, especially Mondays and Tuesdays.
* KT advised the patient surveys have had to be put to one in side view of the consultation period for the proposed merger.
* GT asked if any staff have attended the Active Signposting training that took place in September. KT informed that due to staffing issues we could only send one receptionist but she is expected to disseminate the information to the rest of the department.
* GT said he was unable to find the You Tube video relating to self-referral services.
* GT asked about the proposal for additional parking. KT advised that the funding application for additional parking to be created at the front of the practice was turned down, as was the proposed cycle parking. However, we are still interested in this idea.
* KT and AS spoke about the cycle to work scheme that is available to all staff.
* BS asked about the phone system and said that he had recently been unsuccessful in getting through. KT explained that there are 10 lines and it will not connect if all these lines are in use. She also advised that we are still recruiting and we now have a reception manager in place to get some structure in place and emphasise the importance of answering the phones.
* KT said the appointment system has now been updated and the changes will take effect throughout October. There will now be online appointments available on the day at 7am each morning and KT is encouraging the use of the NHS App to book these appointments.
 |  |
| 5 | **Chairman/Secretary items*** GT attended a meeting at the Thorndike and met with the PPG chairs for the Rochester PCN’s practices, which is Thorndike, City Way, Borstal and Castle. The meeting was to brief PPGs on the local changes and the merging of Medway’s CCG with the whole of Kent.
* Another was a PPG conference.
* The meeting spoke about their concerns of the CCGs merging and that addressing the needs of the local population group will be lost. GT offered to forward a very informative letter composed by Health Watch should anyone be interested.
* GT asked if the PPG’s subscription to NAPP had been paid. KT advised she has not seen an invoice as of yet and asked if GT could ask them to send it to me by email.
* GT suggested a few more chairs with arms for patients who have mobility issues. KT said there a couple that need replacing anyway.
 |  |
| 6 | **PPG Coffee and Cake Afternoon – Feedback** * It was good to get it off the ground. There was plenty of information available and a big thank you to the charities that attended.
* Unfortunately the invites we sent out at short notice so attendance was poor
* Agreed the next event needs to be promoted more widely next time
* Comments that the poster was not very eye catching
* Suggested the PPG contact BBC news, the radio, Medway Messenger and putting posters in the community.
* Question about if the dates of the practice’s monthly closure could be fixed each month. As the closure if for the GP’s protected learning time this is governed by the CCG and cannot be changed.
* Agreed to put the list of future closure dates on the waiting room.
 |  |
| 7 | **Merger with Borstal Surgery**Both KT and AS explained the reason for the proposed merger and that if Borstal does not merge with another practice it will be at risk of closure later on as smaller practices are less resilient and become unsustainable.We imagine that there will not be much change in service from a patient’s perspective, both sites have to remain open and patients will still have a choice to which site they would like to visit.MG highlighted that there was an evident lack of patients understanding and suggested further patient interaction was needed.AS spoke about how larger organisations are more attractive when trying to recruit GPs and also when trying to retain newly qualified GPs in the Rochester area. GT kindly offered to come and help obtain further feedback from patients in the waiting room.  |  |
| 8 | **Further news update and items from Practice Manager and GP**The PM stated that we are aware of the high demand on reception and the difficulty patients are having in trying to get through on the phones. The practice has recruited 3 new receptionists to help meet demand and also has a new reception manager who will be working alongside the practice manager to help improve the overall efficiency of reception. The practice is actively promoting the NHS App, patients are able to book appointments, order repeat prescriptions and even view their records, including blood results.  |  |
| 9 | **Any other business**A suggestion for a digital sign in the waiting room was made. KT said that signage is on her list but has had to prioritise her tasks in view of importance.Next AGM is in February 2020. |  |
| 10 | Date of next meeting: 9/12/2019 |  |

Signed by Chairman …………………………………….. Date ……………………………