

Denton Park Medical Group

Meeting: Patient Participation Group 11.3.15

Present:	Apologies:
DW JN AH MMc SMc BA SF	SS MH AJ
DW welcomed the group and thanked everyone for attending.	
Newcastle West CCG PPG: DW updated the group of the last meeting at Denton Burn church. Date, time and proposed venues for the next meetings were discussed. Next meeting is 7 th May 2015 venue still to be arranged. DW will inform the group of the venue when she has correct details. Some of the group would be interested to attend next meeting. (some members are unable to go on 7.5.15 because of other commitments but is happy to attend future dates).	
Results of patient survey 2015: Feedback from members from group who were unable to attend was that the results looked quite promising. The group discussed the results which had been sent out prior to the meeting: The survey asked: <i>would you consider joining the PPG? If not tell us why:</i> This question was to try and understand what the barriers may be when trying to recruit to the group. Various answers came about : age, time other commitments, illness, child care issues, too much responsibility. The group discussion was that maybe the times of the meetings were unsuitable for the working, we have discussed the times and days before and agreed that these would rotate/ alternate, evening meetings in the spring/summer when the nights are lighter may attract more people. We could encourage engagement more if we gave them more information about the meetings and explained how much good work has been done by the group, some of the group members felt being part of the group made them feel useful, DW and the practice team would completely agree with this. The group feel that the notice boards in reception/waiting room are very effective and that a display relating to the PPG and the work they do, making it attractive to people by explaining that age is not an issue, the variation in times of the meetings, topics covered etc. ACTION: DW/CB Notice boards of PPG work to be displayed. ACTION COMPLETED: all work done within the PPG is displayed on notice boards in waiting area to encourage a wider representation of our patients.	

DW asked the group their thoughts on a Facebook page for the practice. Social media plays a big part in peoples live now and this could be an excellent tool for the practice to reach out to our patients as long as it is tightly managed.

Following a quite indepth discussion about facebook the group agreed that facebook could be a good tool for the practice to use. A closed page where we can display health promotion information, cancer campaigns , links to our website etc. we could also use it to get messages across for example: we recently had an issue where our telephone system crashed on a Monday morning and Monday was book on day so a lot of appointments were lost, in this instance we could have put a message on our face book page with a reminder of our mobile (back up) phone number to alert our patients of the issue and word would start to get around and not so many appointments would have been wasted.

The group would like to see statistics from surveys on this page we could create mini surveys, we could put on info from our PPG and try and recruit this way and we could promote our online services, there are lots of ideas of info that could go on this page. It was made quite clear from the group that the facebook page should not be left open for anyone to comment.

ACTION DW/CB: set up a closed facebook page for the practice advertise this in reception, on our TV screens, on our website, newsletter and verbally with our patients. Monitor closely and disscuss at next meeting.

ACTION COMPLETED: Facebook page now set up updated weekly with health promotion campaigns and information regarding our practice

Repeat prescription were discussed, the practice scored quite well on the survey for this. The group had no issues with repeat prescriptions from the practice but reported issues they had when collecting from the chemist. One of the most common issues was the chemist would not hold enough stock of regular items and the patients were asked to call back the following day. All members of the group have had this issue in the past month.

ACTION:DW will arrange a meeting with the pharmacy manager to discuss these issues.

DW informed the group of our practice pharmacist who attends one half day per week, who is happy to answer any queries from patients. Patients should just ring the surgery and leave a message. DW will make this information available in our waiting room and our website.

Access/Appointments: Issues are well noted with access. Audits for capacity v demand have been carried out in December. The results are showing a number of things to look at. Changes have been made to the appointment system to accommodate some of the issues that have stood out.

The group feel that these statistics could be made available to our patients.

ACTION DW: Display in waiting area and on website.

