



THE GILL MEDICAL CENTRE

PPG Meeting Minutes, Wednesday 14th March 2018

Staff Representatives: Debbie Johnson (DJ), Rachael Kerwin (RK), Kathryn Thomas (KT)

Patient Representatives: AB, JB, JW

Apologies: SE, PS

Chair: DJ

Agenda point and actions	To be completed by										
<p>Rolling actions</p> <p>We reviewed the results of the patient survey recently carried out which reflected on the agreed areas from the last meeting;</p> <div data-bbox="161 929 1209 1576" data-label="Figure"> <table border="1"> <caption>Patient survey 2017/18</caption> <thead> <tr> <th>Category</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Aware of on line services</td> <td>85</td> </tr> <tr> <td>No changes to reception</td> <td>90</td> </tr> <tr> <td>Able to speak to Doctor</td> <td>88</td> </tr> <tr> <td>No Changes to prescriptions</td> <td>87</td> </tr> </tbody> </table> </div> <p>All agreed this was a very positive result. DJ acknowledged that JW suggestion to add on line services to the patient information slip had helped the practice to double the number of patients currently using on line services.</p>	Category	Value	Aware of on line services	85	No changes to reception	90	Able to speak to Doctor	88	No Changes to prescriptions	87	
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<p>We discussed a number of the patient comments from the survey some of which related to the privacy at the reception desk. DJ said that this has been on the radar for some time and that we are looking at different ways where we could potentially get the telephones away from the front desk. JW asked whether patients had an option to speak privately to the receptionist and KT explained that we would always find somewhere to take a patient who had expressed this preference. JW asked whether this was made known to patients and KT advised there is a notice in the reception. JW commented on the number of notices in the reception and her inclination to prefer less. DJ advised that we are going to address the waiting room in the near future as we have a number of certificates to display and want to tidy it up in general.</p> <p>Action – General makeover in the waiting room</p> <p>JB commented that following a recent appointment at the practice she had received a text message asking for feedback of the practice. DJ explained this is a service that MJOG provide and doesn't come directly from the practice. JB said that the application did not work for some reason although she has successfully managed to provide feedback for other appointments elsewhere. DJ will look into this.</p> <p>Action – DJ to investigate why JB could not submit feedback through MJOG</p>	<p>DJ/KT</p> <p>DJ</p>
<p>Practice news</p> <p>1. SWEAP Hubs</p> <p>DJ advised that the CCG had commissioned services so that the practices in Salford can currently offer additional GP appointments at a number of gateways across the borough as a direct result of the unprecedented demand for appointments over winter and that this demand has not got any signs of slowing down at the moment. These appointments are available until the end of March. However from 22nd March Walkden and Little Hulton neighbourhood will be able to offer extended hours appointments from the Walkden gateway. Our neighbourhood has been the last to go live with this project due to issues around the building in relation to opening hours. JW thought this was a positive step and happy that we will have alternatives to offer patients especially with the waiting time at the moment for appointments. All agreed that the current 3/4 week wait was not acceptable. JW asked whether we had advertised this anywhere and KT advised that any patients who say they don't want to wait for an appointment they will be offered one of these alternatives.</p> <p>JW asked about how we deal with patients that frequently do not attend their appointments and KT advised that the text messaging service had worked well although had not managed to completely eradicate the issue. We do however write to patients about their non-attendance quite firmly. DJ said that we monitor the levels of non-attendance and that we will show the results of our data collection at the next meeting.</p> <p>Action – Provide DNA data for next meeting</p>	<p>KT</p>

2. Salford Standard

DJ advised of the current progress with delivering Salford standard and that we are on target for the end of quarter 4. The Gill achieved first place last year throughout all of Salford practices and we are striving to ensure that we stay at the top of the dashboard. DJ advised that the CCG offer assistance to any of the practices who fall into the bottom five of the dashboard. This ensures that all Salford practices are delivering high levels of service in an equitable way despite the differences in practice demographics.

Action – Provide 2017/18 Salford standard dashboard for next meeting

DJ

3. Real living wage

DJ informed everyone that the practice had successfully applied to become a real living wage employer last year. We recognise that our employees work hard and should be remunerated accordingly.

4. Dementia friend

DJ and KT outlined a recent course they had attended and that the practice wanted to become a dementia friendly practice. KT explained that this was so that we can appreciate the difficulties that patients living with dementia experience and to ensure that we speak about dementia in a positive way as patients can live very well with the disease. The goal is that all clinical and non- clinical staff become dementia friends. DJ also invited the group to attend one of the sessions that we plan to deliver. JW and AB are both keen to attend the next session.

Action – Send invitations to next dementia friend session

KT

5. Frailty

DJ outlined a new area of work that was included in the GP contract this year in relation to identifying patients who are frail. DJ and RK have carried out an audit on all our >65 year old patients and have coded their records as either severely or moderately frail. The rationale is to ensure that these patients are reviewed by a clinician and where falls are identified we can refer onwards to the falls clinic. It is also an opportunity for the GP to carry out a care plan. This hopefully will enable us to assist the patient to avoid an unnecessary hospital admission.

6. Car Park

DJ advised that the land next door has unfortunately been sold although we are looking to reconfigure the car park in the next few months.

7. Salford Health Improvement Works

DJ informed everyone that a new service is operating out of the practice on Thursday afternoons which is designed to assist patients with issues that don't necessarily need a clinical opinion. They support patients to make positive and lasting changes to lifestyle and can assist unemployed people in getting back to the workplace. JB commented that she had been to the service and was now attending regular exercise sessions designed to help her with her current medical condition.

<p>New staff</p> <p>We have recruited 2 new members of staff in the last 2 months;</p> <p>Emma has joined us as a young apprentice undertaking a level 2 diploma in customer service. This followed a very successful apprenticeship programme from 2016 undertaken by Katherine one of our reception administrators.</p> <p>Pete joined us on the 12th March. He is a pharmacist from Salford Royal Hospital and he will be undertaking medication reviews and reviewing patient discharge medications when they have left hospital. Pete is also embarking on a prescribing course this month and he will be carrying out face to face consultations with patients on repeat medications.</p>	
<p>Future plans</p> <p>DJ is completing the practice action plan for 2018/19 and includes;</p> <p>How we will deal with issues surrounding appointment waiting times and appointments out of core hours</p> <p>Ways in which we can address medication reviews and hospital discharge medications</p> <p>Plans for the car park</p> <p>How to improve accessibility to online services</p>	<p>DJ</p>
<p>JW said that she feels that the practice has moved forwards over the last 18 months and that we have achieved quite a lot in that time.</p> <p>It was requested that future meetings are held on Wednesday.</p> <p>DJ as always is appreciative of everybody's time in attending the meeting, thank you</p>	
<p>Next Meeting – June/July TBA</p>	