



## PATIENT PARTICIPATION GROUP

MINUTES of meeting held Tuesday 6<sup>th</sup> June 2017, 1pm  
Macklin Street Surgery

**Attendees:** David Farquhar, Lynn Morton, Sally Morton, Wendy Auger, Jackie Marks, Rob Shuter.

Following our last meeting in April, an overview of how the appointments are managed has been undertaken which featured in the PPG April Newsletter, post approval from PPG members. (Copy e-mail/posted 02/05/2017) This information is now available on the Surgery website, along with Rob's 'Myth Busters'.

Rob informed the group that the surgery wheelchair has unfortunately not been returned and suggested the PPG may wish to consider purchasing another with PPG funds being at just under £700. The group agreed to this purchase and Rob will look at sourcing through NHS supplies which he hoped would not be in excess of £200. Rob highlighted the need for PPG funds to be devolved asking for suggestions from members. It was suggested if members couldn't identify anything in particular for patient benefit, a donation to a nominated charity may be appropriate.

Rob updated the group of the review in the complaints procedure which has taken place to help encourage capture of verbal compliments the surgery receive; two of which had been received via the website this week.

A re-branding from Complaints/Comments to Surgery Feedback is anticipated to help prevent non-specific complaints arising when appointments may overrun and individuals, to maybe fill the void, complete a complaints form as opposed to highlighting any concern directly with the reception team. This new Surgery Feedback Policy falls in line with NHS England complaints procedures where encouragement is to resolve any issues at the point they arise, however, it does include contact details of the Ombudsman should people remain dissatisfied with the surgery's In House investigations.

We have had a restructure within reception, with the introduction of Reception Leads. This is hoped to offer support and on-going training within the team and will be the first point of contact should a complaint not be able to be resolved at the point of initial contact. Reception Leads are supported by the Senior Receptionist. Members were also updated on the Reception uniform with plans to move to a year round blouse/polo top, as opposed to separate items for Summer/Winter that have proved not to be overly practical.

The group were informed that unfortunately there had been an increase in the use of Locum Doctors used by the surgery due to a national problem in a shortage of GPs wanting to enter general practice. Rob was confident that Macklin Street may very soon be able to announce an addition of another Salaried GP joining the practice but was just waiting to receive confirmation on this; if successful this would result in the surgery having six GP partners and three salaried GPs. The group found the hourly rate of some Locum fees quite interesting! The surgery is fortunate to have long term Locums providing cover for Dr Missan's maternity leave.

Discussion turned to what PPG members could assist with in between meetings. PPG recruitment to increase membership of a wider range of patient demographics was an area highlighted if individuals wished to come into the Practice and talk to patients. David enquired on the possibility of volunteering as a Chaperone and further information was provided on this along with patient advocacy.

Nationally, some cancer initiatives were not being overly successful due to various factors, and here at the practice cervical screening is an area of low uptake. It is hoped with a growing PPG, representative of the surgery's patient population, they may be able to highlight future initiatives that may help encourage people to attend for screening.

#### **ACTION POINTS:**

- Sally will compile the next Newsletter.
- Rob will make arrangements Dr Holloway to be interviewed – dates of availability from Sally required pls
- Jackie will contact Shirley re: wheelchair purchase and devolvement of funds.

Date of next meeting: TBC