



Patient Participation Group (PPG) Meeting 09th September 2014

Venue: High Green Health Centre

Blake Foster opened the meeting and began with a brief introduction of the agenda items. Blake discussed the last meetings minutes and reviewed what had been discussed previously. (Please see previous minutes for details.)

The Management Team Background

The management team in attendance were Mr Blake Foster and Mr Mark Sweeting. Both members of the management team introduced themselves and gave a brief introduction about what they do at the practice. This led on to a discussion about some of the technical issues at the practice as follows:

- Why prescriptions were printing on multiple pages
- Why did SystmOnline not allow multiple logins within the same session and why the nominated pharmacy did not appear
- Patients were not getting messages on the right hand side of prescriptions if they were collecting them electronically as Lloyds at High Green are not handing them back.

All of these issues will be looked into and a resolution to these problems will be fed back to a future PPG meeting.

Communicating with patients

In the absence of Dr Warren, Blake Foster gave a presentation on communicating with patients and discussed the different ways we communicate with patient's and how all of our registered patient's communicate with us.

Currently we're in the process of re-wording letters on our clinical system due to feedback from patients that the letters are either not clear or do not convey the correct tone.

The group discussed about the potential of email contact for patients that would prefer this method and it is something that the practice will look into in the future.

One patient fed back that the call screens were not announcing the next patient loud enough and this will also be looked into.



The group – Ice breakers

Each attending member of the PPG gave a short introduction of themselves and discussed what they would like the NHS as a whole to improve on and how the surgery could also improve.

Volunteers Please

The practice is still looking for a chairperson to the PPG meetings and would welcome any suggestions or volunteers.

In the absence of a chairperson Blake asked if any or all members present would be willing to volunteer to attend the practice as and when a CQC (Care Quality Commission) inspection is arranged. All members present agreed.

Complaints Analysis

Mr Blake Foster presented statistics on practice complaints since April of 2014. The statistics showed that over both sites we have had a total of 19 complaints that couldn't be dealt with over the telephone. This equates to 0.1% of the practice population and the PPG group felt that was a very positive sign for the surgery.

CQC Inspection

The group were asked by Mr Blake Foster if they would be happy to be called on during our CQC inspection time to attend the surgery and speak to the inspectors if needed, everyone agreed that they would be happy with this.

Date of the next meeting

The date of the next meeting is to be arranged but will be held at Burncross Surgery, 1 Bevan Way, Chapeltown, Sheffield, S35 1RN

Blake closed the meeting and thanked everyone for coming and for participating.