

## **Duke Medical Centre**

### **Patient participation Group**

**Tuesday 28<sup>th</sup> February 2017 @ 18.00**

#### **1. Catch up from last meeting**

Discuss where we are with topics raised from last meeting, such as trying to have a joint meeting with park mc, but unfortunately this can't happen as not everyone was in agreement to join the groups, a group member brought up the last discussion regarding how we can find out about more patient satisfaction, it was discussed questionnaires might be a solution but the PM had brought evidence of previous questionnaire's the practice had done in the past, that patients hadn't either filled in or where not happy being asked over and over to fill in. Explained it would be difficult to target patients who hadn't answered them before. Explained that the friends & family had been put in place as a practice questionnaire, asked where these results get published, PM said would look into this. They suggested we pick a few questions that might be relevant for our information and hand these to the patient. PK mentioned that the health board is in hand, with a member of staff correlating all the information to place in the reception for patient awareness.

#### **2. CQC**

We discuss our recent COC visit and thanked the members of the group who came to support the practice and give their insight of the surgery. They asked what the outcome of the visit was, to which the PM gave them a print out of the report. Also explained that a detailed version can be viewed on their website and it will be mentioned in the practice newsletter.

**Actioned:** poster added to the reception of CQC score also placed on website and in current newsletter

#### **3. GP Students**

PK discussed that we have now become a training practice and that herself and Dr Malhotra will be taking on medical students, these students will be overseeing Gp's with patients as well as seeing patient's on a one to one basis. One of the group asked how we inform the patient's that there might be seen by a student doctor or one that might be present in their appointment with the Gp. PK explained that the patients are told as they arrive for their appointment by the receptionist if they are ok to have a student in on their appointment, or be seen by the student who will ask a few questions first. This way the patient doesn't feel like there are pressured into saying yes.

Another group member brought up the chaperone signs and wanted to know if we could change the wording as certain people may not understand what they mean, PM thought this was a really good point and said they will look into re-wording the signs as easy-read for everyone to have an understanding of what they are being asked.

**Actioned:** Chaperone sign adapted for a more easy understanding of what we are asking the patients.

4. Any other business

- Dates for next meeting

The PM said once the minutes have been written everyone will get an email of them as well as bring copies to the next meeting; they will also be posted on the website with next year's dates for the meeting.

**Actioned:** new dates (see below) and minutes of meeting added to the website with emails sent out to group

- 30<sup>th</sup> May 2017
- 5<sup>th</sup> September 2017
- 12<sup>th</sup> December 2017
- 15<sup>th</sup> March 2017

- Stall holder

We discussed as a group putting a stall to let people in the general area know where we are and what is offered. One of the group had the dates for the next fair. It will be June 3/4<sup>th</sup> at Sheaf valley park. PK said she will contact the stall holders to see if we can get a pitch, and that she would be present on the day, we would get posters, website information to potential patients.

**Actioned:** Stall booked leaflets ready to distribute on the day

- Potential opening on Thursday

We informed the group that we might have to consider opening Thursday afternoon, some of the group were ok as they know some patients get a bit confused with all the places they can attend when the surgeries are shut some choose not to go and they end up using A&E services. PM explained we don't have many going in on a Thursday as they just wait til Friday to see their GP, but do understand the confusion of other services provided. PM said she would look into seeing how many attend A&E on the Thursday, but mentioned we have held a questionnaire in the past to ask our patients if they knew of all the services that are available to them. A copy of this was provided at the meeting, the group asked if this could be one of the questions (as mentioned earlier in the meeting) that we ask new patients. That way we could also inform them of these services as soon as they register. Some members have their reservation about being open if it will stretch the already good services we offer and break the way/confuse patients with the information which was already provided. PK also explained briefly about the neighbourhood, which will help the local practices provide better care within our own community and try to stop unnecessary admission. This is something we are still discussing as a practice, and any changes we will inform the group of a decision at a later meeting.

**Actioned:** figures of the number of A&E attendees over a two week period, still finalising the questions for new patient, will be ready to hand out at the fair.