Portland PPG Minutes of Meeting March 6th 2019

Present: Jean Halford, Cherilyn Cooper, Gail Jukes, Dawn Smart, Carol Atton, Dawn Smart, Melinda Green, Sally Foster, Jack Charlesworth, Ernest Barnett, Sue Cousins

Apologies: Sabrina Ruffles

Matters Arising:

1. CQC Inspection Report: key findings were summarised and shared with the group
2. CCG GP Patient Survey Results: key points summarised. Portland Medical Practice achieved scores above the average for England on all questions. Survey to be circulated to PPG members for information.
3. Programme for Carers: the Practice is working in conjunction with the Expert Patient Self-Management programme to deliver a specific programme for patients who are registered as carers. The practice has written to all carers to invite them to attend the programme, as an extension of the support given at the practice.
4. Health monitor in waiting room: this machine measures BP, height, weight and BMI as well as heart rate. The result is recorded in a secure electronic inbox that is reviewed by a Health Care Assistant and added to the patient’s notes. If there is a result that requires action it will be passed to the GP.
5. Information folders: CC described progress to date. It was agreed that several identical folders could be produced and placed around the waiting area to ensure they are seen by patients. Additional copies of information could be stored in reception or in the PPG cupboard. JF asked how use of the folders could be measured – CC suggested that if information on Twitter and Facebook is included in the folder an increase in followers could be one measure. It was also agreed that if the folders looked used/dog-eared this would be another indication.
6. Waiting room displays – DS reported that materials ordered don’t always arrive or the only option is to print display materials from many sites. She has ordered information related to arthritis.
7. Any other business:

* 2 members reported concerns in relation to appointment lengths; one mentioned use of a timer by a doctor which she found distressing and another member reported a situation where a relative felt that the ‘one problem per appointment’ rule had been too rigorously applied when he wanted to request advice related to two minor problems. He felt that making another appointment for the second issue was unnecessarily using up appointment slots when it could have been dealt with quickly well within the allocated time.
* CC suggested increased use of Twitter and facebook to raise awareness of current health promotions, practice initiatives e.g. ‘push’ to increase numbers of patients attending for cervical smears
* Query: is anyone using the information booth?
* Positive feedback was given regarding a relatives consultation with Dr Sagoo
* Discussion re access to appointments generally; e.g. other practices and acute settings.

Date of next meeting: 5th June 2019