

## Patient Participation Group Minutes

### Thursday 15th February 2017 – 5.30pm

#### 1. Welcome

- a. Mike Neville (Chair) welcomed the patients to the meeting
- b. In attendance: Ian Gorman, Carol Gorman, Ronnie James, Kath Garside and Anthony Garside
- c. Apologies received from Malcolm and Dorothy Rennie; Sheila Lyddieth and Kevin Thomas

#### 2. Purpose of the group

The purpose of the group was defined as a group to discuss the services offered by the practice and any ideas for suggestions and improvements to be made.

#### 3. Ground Rules

- Group should not be seen as a complaint platform
- As per patient Confidentiality no personal issues should be discussed
- Everyone's views must be listened to and respected
- No discrimination will be tolerated

#### 4. Updates from last meeting

- a. Council Land surrounding the surgery
  - i. The trees have now been removed from the footpath, which has had positive effects on the openness of the car park, and peoples access don the path
  - ii. Land behind the staff car park is officially a waste land with neither the council nor the previous building company who bought the land taking ownership. It was viewed by the PPG that we were fighting a losing battle with this issue, and for it to be removed from the updates list
- b. NHS choices website
  - i. As a practice we are now rated as 4 stars out of 5.
  - ii. This has increased from 2.5 stars in Summer of 2015
  - iii. In the last 12 months there have been 5 positive reviews of the practice, and one negative. The negative one was discussed, and agreed that the practice response more than sufficed and clarified some points that the person had raised

#### 5. Changes to the Surgery

- a. Premises work
  - i. MN Confirmed the following works would be taking place to the premises in the coming months:
    - Large trees in car park to be removed
    - New fencing erected around the car park
    - Extra lighting to be fitted to the car park area

- New power assisted front doors x 2
- Patient toilet refurbished to include baby changing unit and greater disabled access
- Staff kitchen to be refitted
- ii. The group welcomed these changes, and had one suggestion for further exploration in the form of a tv screen. MN agreed to look into this and what capacity it might be able to be implemented
- b. Increase in GP sessions
  - i. MN confirmed that due the increase in patient list size, we have already implemented one further GP session on wendnesday afternoon
  - ii. From april there will also be one further session on a Wednesday morning, thereby increasing by a total of 2 new sessions
- c. New GP joining
  - i. The new sessions will be held by Dr Michal Szypulski, a multi-lingual GP who also speaks fluent polish as well as English.
  - ii. He will be starting with us on 11<sup>th</sup> April 2018

## 6. Patient Satisfaction Survey 2018 – Result

- a. Overall satisfaction
  - i. The overall satisfaction (ie with responses of good, very good or excellent) across all categories queried has increased from 90.4% in 2017, to 93.59% in 2018
- b. Areas highlighted
  - i. The new phone system has had some teething problems which are currently being addressed with the telephony company; and this was to be expected with the first change to the system in over 10 years.
  - ii. A suggestion regarding follow up appointments from investigations was received, which was discussed with the group. MN agreed that the feasibility will definitely be looked into and trialled for a three month period.
  - iii. School sponsorship of the donation of sports material for Mount Carmel was greatly received. The fact that the practice was giving back to the community is a very much supported by the patients

## 7. CQC Inspected August 2017

- a. Outcome
  - i. The Rating system was explained to the group by MN
  - ii. The overall rating of “Requires Improvement” was discussed, and also the recommendations that CQC had presented were also discussed.
  - iii. It was the opinion of the group that the CQC had assessed the practice as it was and appreciated that MN and the team are continuously seeking to improve things, however CG noted that there has been a vast amount of change from the passing of Dr Neville, to the use of locums, to where we are now as a practice; and wished to commend the team and the excellent new GP’s as they were certainly worth waiting for.
- b. Future actions
  - i. The changes that were recommended by the CQC report have already been implemented (regarding Infection Control, clinical audits, new furniture and the removal of old furniture, a more recognised codify training program, handrails in the patient toilet, SEA follow ups on meeting agendas)



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- ii. It is likely that the CQC will revisit the practice before the end of March to ensure that the changes are being actioned

**8. Patient chair of the PPG**

- a. MN noted that when the CQC came in, they had noted that the PPG should be chaired by one of the patients if any would take on the job
- b. There was no one person who specifically wanted to do this, however a compromise was met that they would each take it in turn.
- c. The first person to do this will be Ronnie James in the May meeting

**9. Any Other Business (AOB)**

- a. None received

**Date of next meeting – 8<sup>th</sup> May 2018**