**Notes of the Riverside Medical Centre PPG Meeting**

**Held on 16th March 2016**

**Present:**

Joyce Swindlehurst Susan Merrick Patient Representative

Sylvia Megson Patient Representative Margaret Shillito Patient Representative

Lynda Ellis Patient Representative. Barbara Chiltern Patient Representative

Janet Eaton Patient Representative David Travis Patient Representative

Cath Wilson Riverside Medical Centre

Apologies none

**Notes from previous meeting**

Agreed

**Matters Arising**

Sylvia Megson reported back from her visit to Well Pharmacy on 24th Feb 2016. Pharmacist explaine that their role was developing to meet the health care needs of people. They now give flu injections (£9) or free on NHS. Deal with minor ailments, give advice on tropical diseases medication, and smoking and take blood pressures.

The home delivery service is funded from there budget, It costs £1.80 per delivery. The pharmacy claims 80p from NHS per prescription.

Pharmacy Structure

Pharmacist (checks drugs are clinically correct)

Check in Technician (accuracy check)

Pharmacy dispenser

Counter Staff

NVQ Training is required for Pharmacy Assistants

Sylvia put the concerns of the group regarding waiting times. Sharon apologies for this, explaining that they have reduced funding so staffing levels have been cut. Please could we make sure she gets feedback of any complaints especially when locums are present. Sharon suggested the we encourage patients to order their medication electronically so they can be collected without waiting. Please bring any medicine anomalies to her attention so that they can be dealt with.

Paracetamol can be bought from Well for 79p for 32 with a maximum of 3 packs (they are much cheaper from supermarkets) Calpol for babies and children is if bought as liquid paracetamol £3.99 (Calpol £5.99)

The Pharmacy is to be up graded in a few weeks making it more patient friendly, with a change in the retail stock it holds.

Sharon felt the NHS of the future would look very different to how it is today.

Meeting at Methley is April 19th 5pm Sue and Sylvia will try to attend.

**Agenda Items**

Joyce Swindlehurst attended a patient choice meeting in Leeds. Cath explained some of the problems of patient choice when they choose to go outside the area of Mid Yorkshire.

Margaret attended the Networking meeting in Wakefield which looked at transforming urgent and emergency care. Cath informed the group how our local area is considering the options for way to provide services.

Feedback from the questionnaire was difficult as not all questionnaires were available for analysis. Simple feedback will be attached to the minutes.

Cath circulated our terms of reference and request the group look at the patent website at the next meeting with a view to how it can be improved.

Next meeting 13th April

**Patient Participation Group Survey**

**Results from Drop in Sessions on Monday Wednesday and Friday**

Age Range **Children 2 Working age 29 Retired 7**

Would attend a PPG meeting  **Yes 7 No 20**

Is Open Surgery and Improvement **Yes 28 82% No 6 18%**

Is todays visit for: **A new condition 11**

**Been seen before 21**

**Repeat appointment 3**

Can you book on line **yes 20 no 19**

**Results from booked appointment sessions**

Age Range  **Children 6 Working age 53 Retired 21**

Is open surgery an improvement **Yes 72 87% No 11 13%**

Appointments **In person 19 Phone 50 Online 8 last visit 2 Staff 4**

**Comments on how Surgery Experience could be improved**

**Comments from the Drop in sessions survey**

Vending machine for tea and coffee was raised by patients at both drop in and appointment sessions. Including a comment happy to pay!

* TV
* Difficulty getting appointment by phone but would like to see specific GP Should
* Telephone appointments are really good
* This is a great improvement back to the old ways!
* Should be triage at the drop in sessions
* Make the corridor for wheel chairs only
* Have 3 on the desk at drop in sessions
* Very well looked after by everyone
* Make surgery more friendly
* Make doctors doors more sound proof
* Door to open earlier
* Think this surgery is brilliant Always feels welcome
* Speaker system needs to be clearer

**Comments from Tuesday & Thursday Appointments survey**

* 8am too early to make telephone calls for elderly not suitable for working patients
* Online you need to be up early on late at night to get appointment
* All patients who phoned on Thursday got an appointment that day
* Information on notice boards too small to read, and on friends and family questionnaire
* Use a monitor to advertise, it could pay for itself
* New positioning of chairs did not give a welcoming atmosphere
* Receptionist should not ask what is the matter with you
* Never any morning appointments when you phone up
* Can surgery move to Carlton Street, difficult for elderly to get down to surgery
* Should open from 9am to 5pm
* Happy with the surgery
* Communication between departments in surgery poor.
* Difficulty in bringing father to diabetic clinic to find it was Asthma clinic.
* Wrong information about patient when attending for blood test.
* Could write a book.

Some comments came up several times while others were specific to that patients experience

However this limited look at patients does show trends

The Group would like to thank those patients who took part in the survey. It important for you to give feedback as this is an important part of helping the Practice to make improvements.

Action Plan

1. Purchase and install TV in the Waiting Room
2. Stop patients sitting in the corridor
3. Purchase a sign to ask patients to stand away from the Reception desk to give others privacy
4. Extend the ‘sit & wait’ sessions to everyday