

PATIENT PARTICIPATION GROUP MINUTES

3rd September 2019 at 16:00

Attendees: RC, GC, JD, DM, RDV, DC, CK, TB, LT

Chair: DM

Apologies: J O'L

Note taker JD

- 1. Minutes of the meeting held in August were approved.**
- 2. PPG Notice Board**

The Notice Board is now starting to be utilised. The photographs of the Chair, Deputy Chair and the Secretary will be displayed along with the minutes of meetings and items of interest to patients.

- 3. Practice Telephone System.**

Recently there was a problem with the phone system which resulted in the "Out of Hours" message being given to callers one afternoon. This was not a fault as such but a "keying-in error" of the wrong date for a Practice Training afternoon. This was discovered and was rectified within a couple of hours.

- 4. Patient Feed Back Questionnaires.**

At previous meetings the group discussed the Patient Feedback Questionnaire. It was thought that the questionnaire was not suitable. This was in part due to the questionnaire being given out to patients to complete before they had used any of the services (except the appointment & booking-in process).

CK has designed a new form and the group thought that the form would be easier for patients to complete. TB stated that the "Family Test" questions had to be included as this was a mandatory requirement from NHS England.

Discussion was had about how these forms could be given out to patients. Ideally the forms would be accessible to patients who wanted them after their appointments.

TB would table the proposed form with the Practice Management and report back to the Group.

5. Practice News

TB informed the group that the Practice had being shortlisted for the “Nursing in the Community” awards run by the RCN (Royal College of Nursing) magazine.

The Practice has waved goodbye to Chris our Physiotherapist Practitioner. We welcome Jack who will replace Chris.

We will also be designated as a “Physiotherapy Training Practice “and a “Nurse Training Practice”.

6. Telford First Meeting.

DM attended last month’s meeting. He reported to the PPG that amongst other items discussions were made about “Network Neighbourhoods”. In Future these will be known as “Networks”. Telford has three networks.

Wellington Medical Practice is in the group called SEPT. (These are Dawley Medical Practice, Stirchley & Sutton Hill Medical Practice, Madeley Medical Practice, Ironbridge Medical Practice, Woodside Medical Practice & Hollinswood Medical Practice). This is a total of 73,000 patients.

DM would like to invite someone to come to the PPG group to discuss how these Networks will function and how they will affect the patients of Wellington Medical Practice. TB suggested that she will speak to the Practice Management to ascertain the best way to facilitate this.

7. Dermatology Service.

This service is provided at a central location at Donnington Medical Practice.

Comments had been received about communication problems with regard to notification of “follow-up “appointments. Also location signage was lacking. We are pleased to report that since making a complaint communication and signage is much improved.

8. Any Other Business.

There was no further business.

Next meeting scheduled for 9th October 2019.

