

Birley Health Centre Patient Participation Group

Minutes of the Meeting Held on the 7th March 2019

Attended: NAMES REMOVED

Representing the Health Centre: Dr Charles Heatley, Dr Ben Allen, Katy Lawson-Matthew, Kiz Haigh and Sue Breeze.

1. Introductions , Welcome and Assign Meeting Roles

Members were welcomed to the meeting, a round of introductions ensued and meeting roles were assigned as follows:

Recorder Role was given to Kiz (tracks the next steps/actions and records the minutes).

Timekeeper Role was given to NAME REMOVED (keeps the group on time and announces half time, 1 minute remaining when nearing the end).

Facilitator Role was given to NAME REMOVED (leads the group to agree how long to allocate to each agenda item, alerts the group when discussion is not focused on the agenda and helps to move through the agenda).

2. Apologies

Were noted as NAMES REMOVED.

3. Minutes and Matters Arising

A draft copy of the December minutes were circulated to members by email and post as requested shortly after the meeting. Paper copies were also available in the meeting.

An update for the action regarding the defibrillator was given as follows.

A member explained that two defibrillators are available locally one at the sports centre and one at the Coop Petrol Station site, as well as one in the practice, therefore provision seems adequate. The member is investigating funding for CPR courses as an alternative, which could be offered within the community. The practice has offered to host sessions at BirleyHC. Kiz and the member are working together and will provide further information when it is known.

Members agreed that the December minutes are a true and accurate reflection of the meeting.

The anonymised minutes to be uploaded onto the practice website.

4. Practice Update

- Physician Associate

Katy was introduced to the group and gave an overview of her role and the types of conditions she will be able to help with. This is a new role within the surgery and is supported by a national programme. Katy welcomed the group's input into how her role can be developed and will attend a future meeting if requested.

5. Sepsis

Dr Heatley explained that Sepsis is not a new condition but it can be very serious and there has been a recent awareness campaign which is ongoing. All practice staff have undertaken

training how to identify the signs and symptoms and the practice has a Sepsis Lead who is available to discuss issues or concerns. The practice has also raised awareness to patients by putting up posters in the waiting room and consultation areas.

6. Waiting Room

Kiz explained that a considerably amount of feedback had been received regarding the information monitor in the waiting room, most recently via the Friends and Family questionnaire stating that the information was out of the date and the music was annoying. Kiz responded by updating the system and the music has been removed. However this has left the waiting room very quiet.

Kiz asked to improve patient confidentiality at the reception desk which would be preferred method music, radio or TV.

The group considered the options and suggested music that is calming would be appropriate.

Action: Kiz to take forward within the practice.

7. Security

A member made the group aware of local incidents whereby people have been calling into businesses requesting offering services or similar and stealing personal property such as mobile phones and handbags.

Kiz asked if members felt safe when in the practice and if there were any suggestions how to improve security. Members replied that they felt safe and secure whilst accessing healthcare and didn't feel anything further was necessary.

Action: Kiz will share the incident above at the next practice meeting to raise awareness.

A member left the meeting.

8. Any other Business

Urgent Care – the CCG is asking for staff and public views on urgent care (urgent care is care that is required within the next 24 hours that is not life threatening) Kiz gave details how to access the survey and all members were encouraged to complete.

Practice Driveway – A member asked if the drive could be repaired as there is a large pothole.

Action: Kiz to raise with partners, to be considered in the next programme of practice refurbishment.

9. Date and Time of Next Meeting

A Wednesday or Thursday in June.

Action: Kiz to schedule meeting for 3 months' time when rota is known.

10. Evaluation of Meeting – see next page.

Members were asked to score the meeting in terms of how effective and meaningful it was.

'Post its' were distributed and members asked to detail 1 x what worked well and 1 x could be improved.

These were stuck on the board as members left the room.

Evaluation of Meeting:

Scoring = 1 (Not Effective) |-----| 10 (Very Effective)

Actual Scores = 5/7/7/7/8/8/8/8/8/9 and 9

What worked well

- Lots of areas covered
- Got a say
- Everyone had a say
- Kept to time
- Learned new things
- Happy with NHS
- Good order, everyone listened to
- Enjoyed listening to different view points

What could be improved

- Felt rushed, too many items on agenda
- Ran over
- Too many people talking at once
- People chatting whilst others speaking
- Appointment issues every meeting, take big time with repetitive questions
- Too many people talking over each other x 2
- Get to the point quicker (A member suggested for himself)