

Minutes of Wigston Central Surgery PPG Meeting 19.3.18

In Attendance- Rebecca Smith (chair), Andrea Stevenson, Bill Randell, Judy Warner, Jane Sinfield (practice manager), Sarah Feeney (reception manager), Marija Sirovica (receptionist)

Apologies- Bill Pickering, Chandrika Patel, Sue Howard, Judith Wilson

Approve Minutes of Previous Meeting- The minutes of the last meeting were read and approved as being correct.

Matters Arising- AS reported she had received the information from SF regarding a notice board entitled 'The Day in the Life of a GP Receptionist'. AS has completed the display board for the 1st floor of the surgery in the hope to enlighten patients on how the job of a GP receptionist is busy, hard work and can be emotionally challenging dealing with over 12500 patients registered with the surgery.

BR congratulated the surgery on their 'ELF' day held before Christmas. The staff dressed up as elves and held a raffle in the surgery in aid of Alzheimers research. They raised £204.74 for the charity. Thank you to Sue Howard from the PPG who helped to sell raffle tickets.

SF said that another fundraising would be planned by the staff later in the year in aid of another charity. BR proposed a cancer charity.

Sarah Feeney Reception Manager- The surgery would like the PPG to run a 'Patient Awareness Week' in order to gather updated patient information and make patients aware of certain initiatives. This would include-

Summary Care Records

MJOG for text messaging , emails, mobile numbers

Personal up to date patient information inc current address

Registering for online access to book appointments, order repeat prescriptions etc

Friends and Family test

Empower -education sessions on type 2 diabetes

Self Referral for Lets Talk

Green medicine bottles for storing in the fridge with patients medication details in case of an emergency

The receptionists are very pro active by asking visiting patients for up to date personal details from them when booking appointments.

The Patient Awareness Week is Proposed for W/C 16.7.18. This will involve Active Participation from PPG Members please in order for it to run smoothly.

A planning meeting for this awareness week has been scheduled for 25.6.18 4.30pm. PPG members please attend on behalf of and for the benefit of the surgery and patients. Patient numbers at our meetings are dwindling and it is very hard to keep the PPG running when the work is falling onto the same few PPG members. PPG recruitment should also form part of the awareness week.

RS asked for copies of the information for the awareness week to be sent to her electronically so they could be added to the surgery's facebook page. JS/SF to look into this and liaise with RS. RS asked for this information to go on the surgery's website too. RS also asked that the surgery informs her of any news or issues that she can put on facebook such as dates of training days and when the surgery will be closed as well as up and coming health campaigns.

Jane Sinfield Practice Manager update- JS asked the PPG to carry out a patient survey during the 'awareness week'. The PPG agreed and will use the survey questionnaire from the last time it was carried out so a direct comparison can be made with the results. Also JS to book the CCG's 'Listening Booth' to come along to the awareness week ,to chat to the patients about their healthcare.

BR asked that the question asking 'patients if they would use the surgery if it was open until 8pm and weekends?', should be removed as it is too open ended. Everybody agreed.

AS asked if she should advertise for patient volunteers to plant bulbs that the council has offered the medical centre as part of the 'Wigston in Bloom' campaign. JS said she hadn't heard back from the lady at the council about this so should hold back from asking at the present time.

JS said she had approached the council about cutting back a hedge that would obstruct the erection and view of new signage for the Two Steeples Medical Centre near to Station Road. The council gave her permission for the surgery's gardener to cut it back.

AS asked about renting out some of the unused rooms at the surgery to generate income for the practice. JS informed the PPG that paediatric oncology clinics are enquiring about renting 8 rooms monthly. Also the Paediatric dept is making enquiries about hiring the minor ops suite at Two Steeples Medical Centre.

BR asked JS about a survey from MJOG following an appointment. MJOG sent BR a text message asking him to take part in a survey about his recent healthcare appointment. After texting to agree to take part a text came back asking him to ring a very long number to take part. BR had to write the long number down to ring and on doing so he was asked a number of questions. He asked if the survey could just be done by text to make it more efficient and less 'complicated' JS replied saying MJOG was an external system that the surgery has no influence over.

RS set up the surgery's facebook page and monitors it. RS said there had been a complaint posted on there. JS told RS not to respond to the complaint on fb but advise the patient to contact the surgery through the correct complaints procedure. RS to check the settings on the face book site so that nobody can post comments in future.

Public Health England is running a Diabetes Prevention Week w/c 16-22 April 2018. AS/RS/JW to advertise the promotional material for the campaign on patient notice boards in the surgery. JS awaiting the promotional toolkit being sent to the surgeries

Becky Hunt from ELRCCG has sent through dates of the proposed Oadby/Wigston locality meetings plus the PPG network meeting.

The locality meetings are - 1.6.18 and 7.11.18

The ELRCCG PPG network meeting is scheduled for 18.4.18

Details to follow but anybody from our PPG wishing to represent us at the meetings would be most welcome.