**Wordsworth Patient Participation Group**

**Meeting held 29th November 2012**

**Minutes**

**Attendees:**

**Apologies:**

Renold Reid (Chair)

Manjit Bhocal (Vice chair)

Mina Parmer

Carmel Carmenzuli

Manjit Kalsey

Mehrunissa bax

Emily Adams

M. Hanif

Monica Zenonos (Patient Participation Manager)

Franco La Faci ( Practice Manager)

**1: Minutes of last meeting**

No PPG group member from previous meeting was present and so minutes to be agreed next meeting.

**2: Matters arising**

* Copies of the Patient Group Constitution were distributed to new members and breif history of group provided.
* The Action/outcomes Report arising from GP survey 2011-2012 was distributed. Details in following section.

**3: GP Survey 2012-2013**

3:1 Update with regard to point 1 on action/outcomes report provided verbally

3:2 New special promotions board at front entrance (point 2 on action/outcomes report commended by group as an effective way to draw new members to the Patient Participation Group.

3:3 Point 3 (refer action/outcome report - improving availability of test results by phone) was discussed at length. The recommendation in the last report was to use the future survey to ask about difficulties in the current system. The Patient Group discussed their personal experiences of getting called about test results. In particular the discussion centred on whether it matters which staff (Health Care Assistant or Nurse) phones to tell someone that they need an appointment with the doctor to discuss their results.It was decided that the focus should be on what staff say and how that is delivered, rather than who is delivering the news. Members had had both positive and negative experiences in this respect . The need to see a doctor was delivered positively and calmly by some members of staff, however, the group had also experienced being made to feel anxious and that there was urgency in the request when in fact there hadn’t been. It was decided that there should be a question in the new GP survey to this effect and that if it was found to be an issue with other patients then some staff training may be required.

3:4 Point 4 from the Action/ outcome report was acknowledged.

3:5 Point 5 from the Action /Outcome Report referred to increasing membership and improving representation of the PPG. The Project manager explained what steps had been taken so far eg drop-in information sessions, the Board, the Community TV advert etc Another Drop-in session was being held on 20th December and members of the PPG were invited to come along and talk to patients that may turn up.

3:6 The PPG made some suggestions about an additional question to be included in the GP Survey. The PPG found that generally their experience of GP/locum attitudes were very good but there were occassions when they had felt that they had been ignored, patronised or offended by comments made. The group felt strongly that the majority of the time GP attitude was great but that these types of one off negative experiences had a huge impact on people making them not want to see certain doctors and colouring their view of the practice. The PPG suggested that the new GP survey had a question regarding peoples overall experience of GP attitude but that there should also be a further question that specifically looks for the one-off poor experience .

3:7 A suggestion was made that there should be less options available on the GP Survey because options such as; fairly easy, not very easy, not at all easy, etc were very hard to interpret in many languages. This was agreed.

**4: AOB**

* Further suggestions to improve patient experience were made;
1. Information about opening times of blood test clinics should be kept updated and visible
2. It would be helpful to have a clock in the waiting area
* Increasing the level of participation of the patient group was discussed and the group have provisionally endorsed the idea of having a table set up in the waiting area once a month in order to signpost people to local voluntary and community organisations, to talk to patients about the Patient Participation Group, availability of jobs in NHS etc
* The group were also excited by the idea of having/giving talks about certain health conditions from the perspective of Expert Patient
* The group wanted to meet more frequently than 4 times a year and suggested every 2 months
* The group were interested in having training in being a Chair and minute-taking which was being offerred by Communities of Health Newham. The project manager will distribute the dates of the training when they are available.
* Issues of sustainability were discussed and the group said that they understood that they would eventually need to be self-directed and hoped that after a few more meetings ,once they knew each other a little better, this would become possible.

**5: Date of next meeting**

**Thursday 24th January 4:00 – 6:00**