**Ordsall Health Surgery PPG Meeting**

**6pm Wednesday 12th February 2020**

**Attending**: As per signing in sheet

**and Apologies**

Peter, J and Winnifred

Welcome and Introduction Stella to the Group.

Apologies from the Chair:

* The delay for the meeting and having to postpone till today was due to Practice staffing issues and sickness of the Group members
* Apologies to Duncan and Stephen for the wrong time being printed on the Meeting invitation. Wendy did try to amend it but unfortunately the letters went out. Mandy said she would take their contact numbers, so this won’t happened again

|  |  |  |
| --- | --- | --- |
| **No:** | **Item** | **Actions** |
| 1 | **Matters Arising**  none | All agreed |
| 2 | **SWEAP – Do we promote?**  Wendy stated that she has been informed that patients have been unable to get appointments and they haven’t been offered the appointments for the other practices.  Mandy explained that the appointments are offered and available between 6.30 and 8pm Monday – Friday and weekends. The appointments are for other Practices such as Pendleton Gateway and Higher Broughton; and that people may not be prepared to travel and there and would rather wait for another appointment time at our practice.  Dr. Nawrocki explained that there has been issues with not being able to secure GP’s to work at the practices also.  He reported that there have been patients having Smear test and bloods taken at the other SWEAP practices and that was a good thing.  The appointments are also pre-booked for the week and are offered by our reception staff |  |
| 3 | **Opening and Closing Times during holidays is not on website**  Ann heard a complaint from a patient that they the website did not notify the Christmas closing times  It was agreed that this was an oversight |  |
| 4 | **Plans for Practice Moving forward**  Wendy asked if what the future plans were if any? Would there be any changes to extended hours for example?  Mandy stated there has been no demand for this and if this arise from the feedback when it arrives, it would be discussed, however, costs and staffing would make this a large problem, so it would be very unlikely that there would be any changes to the opening hours.  Dr. Nawrocki did explain that there are some changes to the IT software being used by the practice. There was also opportunities for the PPG members to be involved in future feedback on digital / innovative trails he is involved with.  Online services – the practice will be changing clinical software, this will hopefully be more stable and user friendly. It would mean that the existing computer systems will be down during the change over, and it is notes by he practice that there will be some issues around this.  The new system go live date is 28/07/2020  Patients may have to re-register on the new website for appointments and prescriptions for example  Stuart advised that the heat in the practice should be more pleasant this year, with the new windows with high tech glazing and opening possible for the window being installed  The surgery will also be redecorated |  |
| 5 | **Staffing update**  Wendy mentioned that a patient commented that there were a lot of different faces in the reception staff.  Mandy advised that there have been changes as some of the staff that have been working for long periods have changed their roles.  Dr. Nawrocki also added that the Reception role is a really hard job, as they have to deal with a lot of different tasks and also they bear the brunt of the flack from patients who complain. He noted that the do an excellent job and we should take the time to let them know this.  It was agreed by all and we have asked Mandy to pass on our thanks and let them know we appreciate them |  |
| 6 | **Do we have a CQC Inspection date yet?**  Many explained that the Inspection is different now and that it is done over the telephone and Skype type calls; where evidence is presented by the surgery.  Stuart added that this change around a year ago and that nothing is due this financial year. |  |
| 7 | **Open Day for PPG- What can we do to promote ourselves?**  Wendy has spoken to Cllr Mashiter to speak about the PPG at the Neighbourhood Community Forum; however, he felt that it involves other areas, so may not be appropriate for the meeting  Miora highlighted that the group could be more diverse. I.e. Younger members other cultures. She is talking to a few people with a view to getting them involved with the group  Stella suggested putting up an A3 poster, Stuart said he could print off at the surgery, but there was limited space to hang it  It was asked if anything could be tied in with the planned decorating?  Another newsletter was also due. | Wendy will speak to J about doing the poster as he is great with artwork  Wendy to invite members to hold a meeting to prepare one  Stacy will ask the New Barracks Co-operative if Wendy can speak about the PPG at one of their General Meetings. |
| 8 | **Care Navigation**  Stacey updated the group that the software needs to be started again, it will be easier when the new EMIS system is in place | Stuart to consider taking Dr. Saxby’s message of the telephone message |
| 9 | **Postal Communications from the Practice and the format it is posted out to patients**  Ann showed the group examples of the Review letters she had received. A separate letter for each of her Reviews required. IT was felt that the envelops did indicate their importance and looked like junk mail.  The letters are generated by Dot Mail and have a PO Box return address on the back of the envelop. | The practice will look into this to see if anything could be done, as the letter are sent this way for confidentiality and identity reason. |
| 10 | **Friends and Family Feedback**  Mandy read out a selection of the feedback, all of which was very positive and none were negative.  On average 96% of those who fed back stated that they would extremely likely or likely to recommend the practice to others.  The Practice staff should be very proud of their success |  |
| 11 | **AOB**   * PPG Plan   Mandy stated that she needs to put an Annual PPG Plan together for the next 12 months.  As we have only met for 3 times this year, she will use the Minutes from these meetings to start the plan | Mandy / Stuart to share the plan with the PPG for comments, amendments |
| **Date of Next meetings:**  **6pm Wednesday 6th May 2020** | | |