**St John’s Medical Centre**

 **PATIENT PARTICIPATION GROUP**

**Patient Participation Group Minutes**

**Meeting Date** – 29/02/2024

**Venue** – St John’s Medical Centre.

**Surgery Representatives – Nikki Masson Practice Manager & Beth Gadd Reception Manager.**

**PPG Members** Beverly Cunnington & Michael Cook

**Apologies SW**

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| AGENDA ITEM | DETAILS | ACTION |
|  **1** | Welcome introduction provided by NMFront doors.St John’s Medical Centre carried out an inspection on their front doors which identified that work needed to be carried out to ensure they were operating safely.This took longer than initially expected and caused some concern for patients having to access the practice via the back door.Unfortunately, due to heavy rain of late, this caused several puddles in the car park which unfortunately was a concern for everyone.Commendable efforts were made to ensure that the doors were fixed as soon as possible for our patients.Thankfully they are now working and fully and functioning as they should be. | No further action needed. |
| **2** | Parking.MC raised a point re parking facilities for patients.NM explained that we use to have parking for patients, but we stopped it a few years ago as there was nowhere for staff to park.NM explained that Sainsburys kindly agreed for a number of staff to park in their car park, but this changed when they got a new manager and parking eye.BG explained that if you are a blue badge holder that you can park on the double yellow lines and that some additional parking bays have been allocated outside the vicarage. | No action needed. |
| **3** | Appointments that run late.MC said that if you have an appointment at 10:15am and the clinician is running over by 15 minutes there is a sign in the waiting room advising you to let reception know.He said that once he leaves the first floor to make his way to reception to inform him of this, the clinician calls his name out and by the time he gets back up, he has been told that it is too late.Both BG & NM explained that our clinicians usually check around the practice to see if the patient is still in the building, so we are unsure as to why this has happened.NM said she will look into this. | NM to investigate this and feed back to the group. |
| **4**  | Askmygp changing the switch on times.BG informed the group that Askmygp will be switching the opening times from 7:30am to 8am.This will create fairness across the board especially for those that don’t have access to the internet. | No action needed. |
| **5** | Veteran friendly practice.NM explained that we have recently become a Veteran friendly practice which allows veterans to get the specialised care, should they want it.NM explained that there are certain referral pathway designed to meet their complex needs and that we have now coded and highlighted on their records that they were a veteran to ensure clinicians are aware of this when consulting with them.MC is also a veteran and used to do case work for SSAFA.BG to check to ensure that MC had been coded as a veteran on his records. | BG to ensure MC has been coded as a veteran.CODE ADDED TO MC RECORDS. BG 05.03.2024 |
| **6** | DNAsNM explained that we have approximately 200 DNAs a month which unfortunately hinders the wait time for patients.NM explained that if patients followed the cancellation process, then there would be the opportunity to offer these appointments to other patients, hopefully meaning that they could be seen sooner.NM made them aware that we do have a DNA process in place which we follow.NM explained that most clinicians see at least 30 patients a day, then additional urgents, as well as having a high volume of admin work to complete.NM explained that we also have to use a number of locums to try and meet the demand. And more and more practices are finding out that they are having to do the same. | For information only. No further action needed. |
| **7** | One you Lincolnshire.NM made the PPG members aware that we are involved with one you Lincolnshire and have invited them in, in the past.They set up a table in the upstairs waiting room and held discussions with patients re the services that they offer.NM made them aware that One You Lincolnshire offer free health and wellbeing programmes, to encourage people to drink less, eat better to aid weight loss, exercise more, stop smoking and they also offer programmes for children, like the trampolining, encouraging children to become more active. Over all they basically teach patients to make healthy lifestyle changes. | For information only. No further action needed. |
|  | AOBMC felt that communication was poor.NM said that we regularly update the website and facebook to try and capture the majority of patients.BC said that a suggestion box would be a good idea.MC said that the practice has changed over the years & that sometimes it is difficult to understand clinicians on the phone.MC asked how do we deal with patients were there is a language barrier.BG explained that we also have language line that can help with translating information if needed and that clinicians are giving more time if they need to use this in order for a consultation to be successful.NM also explained that some clinicians can speak the same language and will do for ease of the patient. BG also explained that some patients also bring in a family member to help translate if needed.BC said that she has only had good experiences with the practice. She said the nurses are lovely and the receptionists have been great. Everyone she has dealt with has been good. She has been a patient for approximately 18months and feels that she would like to give something back.BC mentioned that we could hold information groups, for patients. Some examples discussed were for, visual impairment, diabetes awareness, Age UK, NM also suggested maybe a Macmillan morning or something for carers. | NM to organise a suggestion box for patients.NM to organise some involvement groups.NM discussing involvement groups with the PCC on Friday 8.3.2024.  |
|  | Need to set a date for the next meeting,NM said she will get back to them because there was a suggestion that we hold it in the afternoon but another PPG member works so may prove difficult, but NM will find out. | NM to set a date for another meeting. |
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**ACTION KEY**

**RED** – PPG Members to consider/action.

**BLUE** – No action needed

**GREEN** – Surgery to action