**The Tardis Surgery – Patient Participation Group**

**Wednesday 13 November 2019**

**Minutes**

**Present:**

Brian Clare

Sue Clare

Emma Forrester

Leslie Thompson

Bridget Thorley

Nicola Thursfield (The Tardis Surgery)

**1. Apologies:**Doreen Beresford

Betty James

Susan Pyatt (The Tardis Surgery)

Ann Redfern

Maureen Tantum

**2. Minutes**

The minutes of the September 2019 meeting were approved, dated and signed as a true record.

**3. News from the Surgery and questions from PPG members – Nicola Thursfield**

*Staff updates*

The Surgery has two new Receptionists – Helen and Amma

Nicola Thursfield has been made Reception Manager

Dr Burlinson will now hold surgeries on Wednesday and Friday

*News*

NICOLA THURSFIELD intends on spending a day with her own GP surgery (in Stone) to get an overview of how their Reception team works and if they are doing anything which would work well at the Tardis.

Discussions with St Giles Primary School about attending Surgery tea parties are ongoing. Susan Pyatt and Dr Kevin Upton plan to visit the school to discuss logistics.

*Questions/comments from PPG members*

LESLIE THOMPSON: From my point of view I’ve had very good experiences with the Surgery, particularly recently.

BRIDGET THORLEY: Is there any further training for receptionists to enable them to feel more confident with the triage system? How do we educate patients about who is the best clinician for them to see?

*Privacy of screens*

LESLIE THOMPSON and BRIDGET THORLEY expressed concerns about confidentiality of the new appointment check-in screen. The screen faces the Waiting Room and is easily seen by other patients. The screen requests a patient’s date of birth and from this displays the patient’s name before allowing “check-in”. The screen is similar to those in the main foyer of Royal Stoke Hospital – these screens are also public facing. NICOLA THURSFIELD assured the PPG the screens are compliant with privacy regulations but committed to exploring the possibility of producing a sign to reassure patients and remind them they are still welcome to check-in with a Receptionist if they prefer.

*Changing wall literature*

BRIDGET THORLEY commented that the amount of literature on the Waiting Room walls can be overwhelming. Bridget suggested the PPG help the Surgery adopt a rota system whereby leaflets and flyers are changed on a bimonthly basis. Group members agreed this to be a great idea. NICOLA THURSFIELD and CLAIRE WALKER to discuss with SUSAN PYATT.

**4. PPG Chair update**

Newsletter, patient glossary and new PPG leaflets are ongoing. Support with producing such documents would be appreciated. Thank you to ANN REDFERN for creating and distributing some great Walking for Health flyers.

**OPEN ISSUES:**

**a. Patient Survey 2019 – 2020**

The survey taken at the Over 65s flu clinic in September was a great success. 50 surveys were printed and handed out, and 50 were returned completed. Huge thank you to Betty James, Ann Redfern and Leslie Thompson for their efforts on the day.

CLAIRE WALKER welcomed input from other members with regards to getting the survey to a wider audience. Support was sought from members to attend the surgery on another date to approach more patients – a date however was not set. ACTION POINT: To be discussed with SUSAN PYATT at the next PPG meeting.

CLAIRE WALKER is exploring how to put the survey online to target patients both on the Surgery website and Facebook page.

**b. PPG Self Assessment**

CLAIRE WALKER reported to the group she had completed the Surgery’s PPG self assessment, returning it to the CCG with examples of the PPG’s work – newsletter, flyers, walking group information and recent survey documentation.

**c. New patient recruitment drive**

SUSAN PYATT has recruited two new members for the PPG. Both intend to join in the new year.

The group discussed the possibility of holding one or two meetings in early evenings to encourage people who work to attend, thus gaining a wider patient input. Members felt these meetings would be best suited to the summer months. ACTION POINT: CLAIRE WALKER to discuss with SUSAN PYATT.

BRIDGET THORLEY commented the group would ideally include a wide age range of members – from teenagers to the elderly. She would also welcome seeing people supporting those less able to attend in joining the meetings.

CLAIRE WALKER has requested support from the CCG to properly establish virtual memberships.

Production of new PPG literature is ongoing. Flyers about the PPG will soon be included with New Patient Welcome Packs.

**d. Sharing feedback with patients**

CLAIRE WALKER commented that several very positive reviews of the Surgery have been made by patients in recent weeks – both on NHS Choices and Google Reviews. Going forward, group members agreed positive comments should be shared within the Surgery, both in the newsletter and on Waiting Room walls.

**e. Researching other PPGs**

BRIDGET THORLEY volunteered to research the work of other PPGs, particularly their work on social media, including Facebook and YouTube – the aim being to appreciate and adopt good practice. Bridget will report back to the group at the next meeting – thank you, Bridget.

**f. Code of Conduct**

CLAIRE WALKER asked long-term members whether the PPG has an official Code of Conduct. Sue Clare commented that a document was produced several years ago but she is unsure where it lives and indeed whether it has been updated to feature recent changes to the group. ACTION POINT: To be discussed with SUSAN PYATT to ensure current and new members know what is expected of them.

**g. Dates of future meetings**

Dates of future meetings are as follows:

Wednesday 15 January, 10.00am

Wednesday 11 March, 10.00am

Wednesday 13 May, 10.00am

**h. Christmas get together**

Members agreed to meet for Christmas at 11.00am on Wednesday 18 December at The Summer House on Cheadle High Street. CLAIRE WALKER to book and organise with owner, Miguel.

**i. Any other business**

BRIDGET THORLEY raised the issue of the nationwide shortage of flu vaccinations for under 65 year olds. BRIDGET questioned whether in the future the Surgery could provide more updates with regards to availability on the website to avoid patients telephoning the Surgery to ask.

BRIDGET THORLEY raised the subject of CLAIRE WALKER’S previously suggested “Lending Library” in the Surgery. The suggestion was dismissed by several other PPG members and Clinical Manager Jodie Spragg due to being an infection risk. BRIDGET commented that in the last few months she has seen such lending libraries in Leek Hospital and Royal Stoke Hospital foyers, in Royal Stoke wards and at Cheadle Hospital before it closed. CLAIRE WALKER to explore how each hospital makes their lending library work without infringing infection control protocols.