



HOPE FARM MEDICAL CENTRE

Hope Farm Road, Great Sutton, Ellesmere Port CH66 2WW  
Telephone: 0151-357 3777 Fax: 0151-357 1444

<b>Meeting:</b>	<b>Patient Participation Group Meeting</b>
<b>Date of Meeting:</b>	<b>14<sup>th</sup> September 2017</b>
<b>Delegates Present &amp; apologies:</b>	<b>Present:</b> Ken Salter, Sue MacDonald, Carol Williams, Sam Connor, Bryn Valentine, Tim Goldsbrough <b>Apologies:</b> Keith Anderton, John Langan, Marion Barnet, Dr Kingston

<b>Agenda item number:</b>	<b>Notes:</b>	<b>Action required:</b>
1.	Minutes from the previous meeting  These were agreed as an accurate record of the meeting but Sue MacDonald needed adding under the apologies as she was missed off.	Tim to update minutes and add to the PPG website.
2.	Task from previous meeting:  1. Update website: a narrative for the PPG section of the practice website was agreed at the meeting and needs to be included on the website. Tim to arrange.  2. A revised update for the TV screen in the waiting room to inform patients about the PPG was agreed. Tim to arrange for this to be added to the TV screen.	Tim to add updated narrative for website  Tim to arrange new slide on TV screen
3.	Friends and Family Test results  Sam and Bryn gave a summary of the latest results of the friends and family test. Overall the results for the last 5 months have been greater than 80% for extremely likely or likely to recommend the practice to friends and family. The comments included that patients were happy with the GP and patient services team, happy with access and good comments regarding locums. We will continue to monitor this as we have a high reliance on locums at present with the current maternity leave at the practice.  One complaint was received regarding the use of a radio in the waiting room. The radio was introduced following requests from patients and also it assists in providing background noise that helps with confidentiality.  Sam and Bryn will provide updates each meeting on the FFT	None



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	results and suggestions to complaints that could be implemented for feedback from the PPG members.	
4.	<p>Mental health awareness evening</p> <p>Ken Salter has been liaising with Janet Foster from CWP NHS Foundation Trust. The proposed evening event for patients is going to be held in November 2017. Date to be confirmed once Ken has spoken with Janet.</p> <p>Ken is finalising the agenda and list of speakers of the event. The evening will be centred on self-help including common mental health problems and how to recognise them, issues affecting mental health and how to access help when you need it.</p> <p>Once we have the final agenda and date we can start to promote the event. We will also invite our neighbouring practice Great Sutton Medical Centre in case they would like to invite patients.</p> <p>We may be able to access a £250 grant from the CCG towards the cost of hosting this event. Ken to investigate further with Jonathon Taylor at the CCG.</p>	Ken to finalise the agenda and date and let Tim know so promotion can start.

<b>Any other business:</b>	
1.	Faulty TV screen in waiting room: this is due to one of the cable not working. This is wired through various walls and proving difficult to replace. Tim liaising with the engineers on this. We still have a second screen working in the waiting room at present.
2.	Are we looking at introducing a triage system into the practice: following the introduction of a triage system into a neighbouring practice, which has been met with mixed reviews by patients, the PPG members were keen to understand if Hope Farm were thinking of introducing a similar system? At present we have no intention of introducing a triage system or changing the setup of our appointments. We continually review our appointments and access by patients and feel at present this is working well; particularly in light of the maternity leave within the GP team we are currently experiencing.
3.	Flu update: We have started our flu campaign early this year and given out a record number of flu injections which is very encouraging. It is predicted to be a very bad flu winter this year so we are encouraging as many patients as possible, particularly those at higher risk, to take up the opportunity to receive a free flu injection.



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<b>Date of Next meeting:</b>	Thursday 30 <sup>th</sup> November 2017 5pm
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