

MINUTES OF THE MEETING OF PARKSIDE PPG

held on Monday Sept 2nd, 2019 at 1.00pm



Present were: David Astill, Eric Clark, Michelle Gavin, Pat Jenkins, Lynn Lucas, Julian Marcus, Dr R Muhundan, Mudra Patel, Emily Pickering, Diana Rayner, and Alan Wiltshire.

Apologies were received from: Felicia Amoye, Diana Andrews, 'Bala' Balachandran (Chair), Rebecca Cook (Practice Manager), and Sheila Thirkell

1) Welcome and Apologies

The Vice Chair, Pat Jenkins welcomed all members to the meeting.

2) Minutes

The Minutes of the meeting of the 22nd July 2019 were approved, nem. con. and will be signed by the Chair.

3) Matters arising from the Minutes:

- a. **Appointments System Survey:** Lynn Lucas told PPG members that the survey had been conducted over the last few weeks by issuing forms to patients in the waiting room. Results would be presented at the next meeting. PPG members reiterated their congratulations on the implementation. One member felt that the practice notice explaining procedures could be improved and offered to work with staff on this. Lynn and Michelle reminded members of the options now available to patients on the phone, via Patient Access and in person. Appointments available were always fewer in August, because of staff holidays.

4) Plans for our PPG meeting on Oct 2nd on Care of the Mind, Dementia etc. Title: 'It's all in the mind':

Michelle confirmed the arrangements reported at the last meeting and that she had put the event on Eventbrite. She reminded members to sign up. Go to <https://www.eventbrite.co.uk/e/its-all-in-the-mind-tickets-66457328659> Likewise Emily confirmed the participation of her team from CHARIOT and that their presentation was at an appropriate level for the General Public. Pat will chair the meeting in Bala's absence. Julian has booked the room and will lend AV equipment. Rebecca had funds for room hire and tea and biscuits. Christchurch has been reminded to send Becky the invoice for room hire. We will set up from 1.15pm. There was a fairly lengthy discussion about publicity and Julian has made minor changes to the posters. Members were asked to contact Michelle to order copies. It is important to get on with publicity.

5) New Practice Website Lynn and Michelle reported that a new website was under development in association with Parkside's partner practices, Keston and Moorings. There may be more details available at the next meeting.

6) Suggestions for future activities: This item was postponed to the next meeting. One member had already suggested that we need events which will appeal to younger people.

7) Plans for seasonal immunisation sessions at Parkside and McCoig's: Lynn, Michelle and Mudra told members that the start of these sessions would be later this year than in 2018. Vaccine delivery may be delayed in 2019 and it is important not to have a shortage of vaccines. Parkside would offer the usual sessions, but at McCoigs it would be a walk-in, no appointment service, free for eligible patients. The Vice Chair offered help with marshalling and queue management.

8) Review of recent patient feedback/complaints:

Michelle provided the following information from Friends and Family for July 2019

Results - patients are asked if they would recommend the practice to friends and family:

Extremely Likely - 142

Likely - 44

Neither Likely nor Unlikely - 4

Unlikely - 2

Extremely Unlikely - 4

Members also discussed the two positive comments and one negative comment on NHS Choices . Member were asked to note that the feedback results were always worst during August (because staff holidays meant that fewer appointments were available). The most adverse comments all came from patients disappointed at not being able quickly to get the appointments they desired.

9) Date of Next Meeting: Monday November 11th 2019 at 1.00pm

10) AOB: One member informed the PPG that there had been an 'outage' on the Patient Access app when he needed to use it. Practice staff explained that they were usually notified of planned maintenance and outages, but were unaware of this case. The App was generally very reliable..

The Vice-Chair closed the meeting at 2.15pm with thanks to Parkside staff for their hospitality and sandwiches.

Julian Marcus

Mon 2nd September 2019.

Requests for changes to the Minutes to me by 9th September, please.

Agenda items for next meeting by Friday 1st November, please.