

DUKINFIELD MEDICAL CENTRE

PPG MEETING AGENDA –

MEETING INFORMATION

Objective: PPG Meeting

Date: 7th September 2017

Location: Hollies site

Time: 12.45pm

Chair: Bernard Nagle

Note Taker: Julie Pregnall



PPG Signing in sheet
07.09.2017.pdf

Attendees:

PREPARATION FOR MEETING

Please Read: Previous meeting minutes

Please Bring: Previous meeting minutes

ACTION ITEMS FROM PREVIOUS MEETING

Item/Responsible/Due Date

N/A

AGENDA ITEMS

Item/Presenter/Time Allotted

1. Staff update
 - a. Maternity Leave
 - b. Locum cover
 - c. New partners
 - d. Resignations
 - e. sickness
 2. Phone systems
 3. DMP appointment working group
 4. TV screens update
 5. Reception improvements
 6. Future PPG meeting Venue
 7. Primary Care Quality Funding
 - a. Practice improvements
 8. Updates
 - a. Diabetic group
 - b. Breathe Easy
 9. AOB
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MINUTES

Staff Update

Dr Wolstenholme will be returning from maternity leave on Monday 23rd October 2017. She will be seeing patients from Wednesday 25th October 2017. Dr Wolstenholme will be working Monday s anhd Wednesdays at our Hollies site.

We now have a locum cover for Dr Lewi- Hanna's session on Tuesdays and Friday s at our Davaar site. Dr Okonji will be with us until Dr Lewis-Hanna returns from maternity leave in February 2018.

Dr Ali, GP, and Bromley Parsons, Advance Nurse Practitioner, have now joined the partnership following Dr Procter's retirement.

Rachel, deputy manager and Kathy, receptionist, have decided to move on to new roles and the next chapter in their career. We would like to wish them all the best for the future. We will be advertising for 2 new receptionists.

Phones Systems

The new phone systems have been installed. There were a few teething issues at the beginning, all up and running now. Feedback so far has been mainly positive. The system advises which number call you are in the queue and has various options so we can manage the patients call more effectively.

Feedback from the PPG meeting is that the wait to get though is still long and that on one occasion a call was cut off. Julie Pregnall will investigate and look at the peak times to see if any further resources are available for the phones.

DMP Appointment Working Group

We would like to review Dukinfield Medical Practices appointment system to see if it is still fit for purpose.

We will be looking at;

- Open Surgery
- Number of routine pre-bookable appointments available
- Surgery times
- Needs of different patient groups
- Opening hours

If anyone would like to join the working group please let Julie Pregnall know.

TV Screen Update

We will be getting a TV screen for the Hollies site. We hope to have this installed by the end of November 2017. The screens will allow the practice to advertise its services and clinics. We will also promote self-help and healthy lifestyles.

If you have any ideas for the TV screen please forward them to Julie Pregnall

Future PPG Meetings

Some PPG members have ask can we look into a different meeting place. The waiting room at the Hollies site isn't ideal due to time constraints. We can only meet between 12.45pm and 1.45pm. It has been agreed to move this to our next meeting agenda to allow members to think about different venues and times.

Primary Care Quality Improvement Funding

The practice has been awarded funding following successful completion of the 2 year Primary Care Quality Improvement scheme. The funding can only be used on projects that will improve primary care.

The ideas so far from the staff are:

- Investment in technology- Health pods in the waiting room- this should reduce the appointment lengths with the practice nurses.
- Recruitment of an in-house pharmacist to support with medication reviews.

- Improve disabled access at the Hollies site including disabled facilities.
- An idea from the PPG members is to invest in the patient waiting area, new chairs and a coat of paint.

Updates:

Diabetic Group: Meeting are still held once a month at Stalybridge Civic Hall. Next meeting 3rd October 2017 at 7.30pm

Breathe Easy: Bob was unable to attend; we will provide an update at the next meeting.

AOB

No AOB this month. - Julie will be removing this from the agenda to ensure sufficient time is given to each agenda item.

Please can you forward any agenda items to Julie Pregnall by the 2nd November 2017

NEXT MEETING

Date: 9th November 2017

Time: 12.45pm

Venue: Hollies site