

# DUKINFIELD MEDICAL CENTRE

## PPG MINUTES –

### MEETING INFORMATION

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**Objective:** *PPG Meeting*  
**Date:** *16<sup>th</sup> January 2018*      **Location:** *Dukinfield Library*  
**Time:** *10:45pm – 12:45pm*  
**Chair:** *Julie Pregnall*  
**Note Taker:** *Joanne Clere*

### MINUTES

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Matters arising from previous meeting and items on agenda

1. Minutes from the previous meeting on the 9<sup>th</sup> November 2017 were agreed.
2. The statistics for the months October to December 2017 were shared with the group including number of calls received, average ring time and waiting times. The practice is committed to bringing the waiting time down further and it is hoped this will be made possible with the recruitment of a further 3 admin/reception staff that are currently undergoing training. The practice will continue to monitor this. There is also work currently being done by the practice to look at if all calls to the practice are necessary, for example patients calling to see if their prescription is ready and looking at ways to redirect these calls or help patients obtain the information from another source e.g. electronic prescriptions need to be checked if ready at the pharmacy.
3. Patient Consultation (change to open surgery)  
The figures for patient feedback following the patient consultation period were shared with the group. 99.8% of the practice population did not offer any objection to the change and 0.04% were in favour. However, a small number of patients 0.14% had objected or raised concerns and the practice will look at how we can manage these concerns. The change has been without any major problems and patients are going to the Concord Way site and not Birch Lane. Appointment availability is good with appointments still available at 9am when the phone booking opens.  
Members of the group felt it would be helpful if the practice could provide details on which GPs are available on which day. Geoff advised the group that all the information is on the website but for patients who do not use the internet it was felt it would be helpful if a simple leaflet could be made available. There is a list at Concord Way site on the door and noticeboard but not at Birch Lane and the practice will remedy that.  
The question of how patients were consulted was raised and Julie confirmed that 82% of the patient population were sent a text message, the practice also used social media, patient email addresses, face to face when patients attended the practice and leaflets were given out with repeat prescriptions.  
This generated the question of how patient information is kept up to date (e.g. mobile numbers). Suggestion was to have check in screens give a message to prompt patients to update details if necessary.
4. Website/PPG page/Information screens  
PPG member Geoff has done some fantastic work on the website and information screens and has updated the website with information like minor ailments scheme, minor eye scheme and local groups. The question was put forward as to how the PPG can help to promote these self-care options to help release the pressure on GP appointments and this is something the group can look at going forward including looking at how we can promote the information outside of the website. Members were asked for feedback on how (as patients) they would like the practice to communicate with them.

5. Repeat prescribing

One PPG member has recently had an experience of a repeat prescription request made via online access rejected which led to issues of him obtaining a prescription in time before his medication ran out. He was advised by the pharmacy to allow 72 hours – this is a pharmacy policy not practice (DMP ask patients to allow 48 hours for the prescription to be processed). Julie will contact the pharmacy to identify any issues there may be and the practice is currently reviewing the prescription ordering process. It was agreed that the practice would look at taking into account ordering history to see if meds were due not just when they were last prescribed.

6. PPG Priorities for 2018.

The group was asked to consider suggestions for the PPG priorities for this year and bring suggestions to the next meeting. Previous ideas have been health walks and a health information event (this was very successful). Another possible area to consider the group becoming more involved in is promoting self-care and social prescribing - this is looking at patient's social situation and how this can impact on their health. It is signposting patients to the right services, for example, help with benefit applications, fire service safety in home, social isolation – things that can lead to poor health if not addressed.

7. Other Items

One member advised when attending Birch Lane site one morning at 9:10am there was food on the waiting room chairs and another member advised the toilet at Concord Way site was dirty and there was no hand wash. Staff will be encouraged to monitor these areas. One member advised when attending XRay Dept at Tameside, XRay card having both sites on the card caused confusion as to which GP they would send the report to.

#### **NEXT MEETING**

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Date: Date/time/venue of next meeting to be advised

Time: 06.03.2018 1.30pm

Venue: St John's Church Conference Centre