

PPG Meeting 23rd October 2018

Present: Sandra (Chair), Lilian, Jeremy, Pat, Carol, Evelyn, Terry, Patricia
Alison Compton

Staff: Simon, Lucy, Dr Casey

Community Health Champions

Alison Compton from St Paul's Way Medical Centre explained a new course to help patients develop understanding on health and common conditions. The aim is to disseminate knowledge gained to others in the community – Involves volunteering or championing .

Course starting in two weeks. More options on the Well website- <https://wellone.co.uk/>

PPG would like more activities promoted that are free. PPG to discuss and get back to Alison.

PPG Format

Meetings are still not representative. Could it be some ethnic groups are more attracted to activities and events that are more family orientated? Agreed that the April PPG TO be made a family orientated event and get staff members to promote it.

Guidance for Patients

PPG will work to condense document “what is the purpose of your visit today” and feedback. To discuss at next meeting (put on TV).

Urgent Care Hubs

Now 8 hubs locally. Old Street may be far but could be convenient to patients who work in the city.

Phone Message

Message by Dr Hart too long. Welcome to Chrisp street –press 1...

Constitution

Final review and sign off at next meeting

Staff feedback

The cleaners are cheerful , nice and helpful.

Reception staff magnificent

Waiting room

PPG rearranged the seating with the aim of improving confidentiality in the waiting room. Patients sitting too close to reception, phone numbers, reception normally ask if number end in last three or four digits.

The BP pod is located in an awkward position. Messages on the LED screen pushed to one side.

Posters needed to be updated and discarded.

Leaflet table often untidy. The reception team clean up during the day. Suggestions will be made at the next meeting about how to arrange the leaflets.

TV

Work Experience Staff can do a survey to ask patients if they would like to have a TV in the waiting area or could it be added to the patient feedback after an appointment?