

Chrisp Street Health Centre
Patient Participation Group Meeting Minutes held on 14th October 2014
18:00 – 19:15 hours.

1. Introductions & Welcome

Chair & Minutes – Simon Robinson, Practice Manager
Apologies – Kina Avebury, Bill Colverson, Julia Longbottom
All present introduced themselves.

Name / Role	
Mike Elston, Patient	Terry Ellis, Patient
Mary Barclay, Patient	Paul Pierre-Louis, Patient
Anthony Murphy, Patient	Dr Alison Smailes, GP
Lilian Leonard, Patient	Ripa Begum, Senior Receptionist
Oliver Lynton, Patient	

2. Minutes of Last Meeting – 15/7/14

Agreed as a correct record

3. Latest Newsletter

The Group reviewed the Autumn newsletter. Ripa was congratulated on behalf of the reception team for their recent achievements in obtaining NVQ Qualifications in Customer Service. Anthony stated that he felt the phone answering times were now much improved.

4. Survey of New Patients

The Group reviewed recent data collected from a survey undertaken of 100 new patients registering at the practice. In summary:

- 97% said they had received a friendly welcome
- 81% had signed up for online access
- 81% remembered being given information about their named doctor
- 99% said the registration was dealt with professionally
- And 99% said they left with a positive impression of the practice

The Group felt the results were very positive.

5. Friends & Family Test

Simon explained the Friends & Family test is being introduced as a contractual requirement for all GP practices from 1st December. This entails patients being offered the opportunity to give feedback about the Practice on an ongoing basis. The questions is “How likely would you be to recommend Chrisp Street Health Centre to your family and friends” with the opportunity to leave some comments.

In addition, Simon sought views about what topics could be included in a practice survey to help set priorities for the year ahead and include them in the feedback for this year's Patient Participation report to NHS England. A range of multiple choice questions and answers were proposed, e.g. how do you rate phone answering, customer service, appointment system, premises etc, and these were agreed.

7. Any other business

Lengthy discussion about the current funding situation and changes within the NHS. Chrisp Street would lose approx £250,000 over the coming years so the Practice is keeping a tight rein on its expenditure, e.g. not replacing the assistant manager post.

8. Next meeting – Tues 13 January, 6pm

The main topic at the next meeting will be on Data Sharing in the NHS. Dr Kambiz Boomla had agreed to give a presentation at the meeting.