

St Bartholomew's Medical Centre Manzil Way Oxford OX4 1XB
Tel 01865 242334

<http://www.sbmc.org.uk/ppg.htm>

Patient Participation Group

Minutes *v1.2 FINAL*

of the meeting held on
Monday 28th January 2013 at 1.00pm
at the Practice.

(LARGE PRINT VERSION AVAILABLE ON REQUEST)

Present:

1. Barbara Gorayska
2. Geraldine Coggins
3. Gill Eltningham
4. Anton Glinski (Practice Manager)
5. Phil Kelly
6. Patsie Law (Chair)
7. Sarah Lasenby
8. Nick Walker (Secretary)

Apologies

1. Nycky Edleston
 2. Jacky Scarrott
 3. Paul Scarrott
 4. Carole Stubbs
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Previous Minutes

The previous minutes of 12th December 2012 were approved after corrections.

Matters Arising

Nick reported that he had been in contact with Fergus Campbell at the OCCG who would be willing to come and speak to the group. There was some urgency to this.

Patient feedback

Finding ways of getting patient feedback were discussed, and finding a way of eliciting and encouraging positive feedback as it was felt perhaps complainants were more likely to make their views known. Anton said that the level of complaints about the Practice was very low. Where there are complaints, they tended to be about areas outside the Practice's control, like waiting lists at local hospitals etc.

Sarah L asked how the PPG could report these problems to the OCCG. The PPG is not allowed to view statistics from DATIX (the complaints software package) as it contains sensitive confidential patient information.

Varying experiences of the NHS Patients Liaison and Complaints Service (PALS <http://www.pals.nhs.uk/>) were discussed. There was discussion about what is the most effective way to complain.

From April this year, Local Involvement Networks (LINKs) will become Healthwatch (<http://www.healthwatch.co.uk/>) The PPG group asked if Healthwatch are on the OCCG Board.

The PPG discussed raising public awareness through media coverage. The PCT media adviser could give us good advice and information on this, particularly with writing a press release. The PPG felt after it had been shown to them, it also needed to be agreed by the PPG here. Geraldine and Patsie will investigate this topic further.

Anton reported that the new phone system is now up and running with queue management software being installed later this week. Anton would find out if it had the capability to tell callers what position they are in the phone queue.

It was noted that the PPGs email address (stbarts.ppg@nhs.net) was likely to change to an OCCG suffix.

The After Hours service and transition to from NHS Direct to NHS111 (provided locally by South Central Ambulance NHS Trust <http://www.southcentralambulance.nhs.uk/>) was discussed. Accident & Emergency admissions have risen since its introduction.

The PPG agreed that inviting other local PPGs to speak to our PPG group, and explore best practice, would be a good idea. Inviting one of

the partners from our Practice to speak to our PPG was also felt to be a good idea – perhaps the partner attending could be rotated to ease the time pressure on attending.

It was noted that in future the Practice would try to allow time for a GP to attend the PPG meetings to provide a doctor's view of things which is useful to the group.

PPG Membership

Nick updated the group on membership of the PPG. Several prospective new members who had earlier expressed an interest had now said they were no longer interested. Patricia Spencer has now left the group. Nick would invite other prospective members who have expressed an interest in joining the group.

Housekeeping

Nick reported that there had been no soap twice in the toilets in the last 2 months. The wall mounted dispenser is broken, and the replacement liquid soap bottle the Practice puts there appears to be getting stolen.

Anton reported that a new contract cleaning company is being chosen. It was not cost-effective for the Practice to have its own cleaners. The PPG were concerned about the build-up of rubbish outside the Practice and in the Manzil Way area. Other neighbouring businesses and organisations could be consulted on a collaborative way forward to resolve this. Patsie would also follow up the problem with Oxford City Council Works Department.

The new reception screen would be 10" high and made of curved clear glass.

New receptionists start on Monday. Defensiveness training was still being investigated by the Practice.

The meeting ended at 2.15pm

Date of next Meeting

6.00pm on Tuesday 19th February 2013 at the Practice

Action Points from the SBB-PPG meeting held on Monday 28th January 2013 v1.0	
Contact Fergus Campbell at OCCG	Nick

Contact potential new PPG members	Nick
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