

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

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

Patient Participation Group

Minutes v1.3

of the meeting held on Thursday 9th February 2012 at 1.00pm at the Practice.

(LARGE PRINT VERSION AVAILABLE ON REQUEST)

Present:

1. Tia MacGregor
2. Nycky Edleston (Chair)
3. Gill Eltningham
4. Phillip Kelly
5. Patsie Law
6. Sarah Lasenby
7. Nick Walker (Secretary)

Apologies

1. Anton Glinski (Practice Manager)
 2. Jackie Scarrott
 3. Paul Scarrott
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Questionnaire

The group thanked Anton for keying in the *SurveyMonkey* questions and uploading the survey live online via the PPG web page.

It was unclear if the questionnaire would let you do it more than once. Paper copies were available at the reception for those without internet access, but it was hoped as many as possible would be completed online, as paper versions would take time to manually input online to make the statistical analysis easier.

Sarah and Patsie volunteered to help encourage patients waiting in the reception area to complete a questionnaire.

The preliminary results would be known by about the end of February 2012. There had been about 15 responses so far. The survey would be kept open for until the end of February giving more time for responses. Paper slips showing the web address for the questionnaire had been put on reception, and there was an alert about it on the Practice's home page, and on the monitor in reception.

The results of the survey would be forwarded to the Primary Care Trust (PCT). Tia would check what their deadline for the survey's findings was.

Minutes Format

Following an idea from Sarah, it was agreed that the Practice web address for the patient participation group would be shown on the header of all future minutes.

Group Photo

It was agreed that the PPG group's individual photos would be shown on the wall in reception, alongside the other St Bartholomew's doctors and staff. It was hoped this would make the group more approachable if anyone wanted to contact us with their views. It was agreed that these photos would not be shown online. Group members were asked to bring along a photo of themselves for the next meeting in March and a suitable colour copying/wall frame arrangement would be created.

The feasibility of printing a reminder about the questionnaire on prescription scripts, and sending out a follow-up reminder text to the 1600 randomly selected individuals would be investigated further.

Attending meetings

Other than Anton's no apologies had been received for this meeting. The group agreed that 3 no-shows without giving apologies would mean being taken off the current members' list, and put at the back of the current waiting list.

Previous Minutes

The previous minutes were signed after minor corrections. A final version would be uploaded.

It was agreed that in future an email would be sent round to group members approximately 2 weeks before the next meeting asking for agenda items, with another email a week before the meeting with the link (<http://www.sbmc.org.uk/ppg.htm>) to the draft agenda and minutes would be sent round to members approximately one week before the next

meeting. Members of the group could then print and bring supporting documents with them.

The secure email would be working soon. This would provide an outgoing email for messages to the group and the group members' replies.

Phone System/ Missed Appointments

Patsie wondered if the problems she'd had queuing on the phone might partly explain why there were so many missed appointments – i.e. that people didn't bother to ring through a cancellation because they thought they wouldn't be able to get through. There is a text service to cancel an appointment (07717 582710), but it may need publicising more widely, as it is on the Practice website but only under appointments and not on the home page.

It tended to be young people who missed their appointment, who are most likely to have a mobile phone.

Number of Patients

Tia explained that the Practice does not have a limit on the number of people registered with the Practice. Including registered student patients from Brookes (approx. 8,000), the Practice has 18,000 patients. Only approximately 16% of registered patients are over 65 years old. It was noted that the young cohort didn't book consultations as often. The Brookes students registered at the Practice is because of historical factors (attracting funding) and the Practice's links to Brookes University's main campus (and the Practice's consulting rooms there) on Gypsy Lane

Housekeeping

Nick mentioned that there was a partly-uprooted rack in the cycle parking area outside the Practice. It appeared to have been vandalized and had been like this for some time. It didn't inspire confidence when locking up one's bike as it was potentially insecure.

Nick mentioned that the paint markings on the disabled reserved bay in the Practice car park had faded and he'd inadvertently parked there.

Nick asked if the wall-mounted rotary fans in the reception were being replaced. They had do not use stickers on them and had been like this for some time.

This led on to a wider discussion about parking for patients visiting the Practice. It was acknowledged that the car park was used by the public

who were not visiting a doctor, e.g. for nearby shopping. Various ways of enforcement were considered, and an initiative by another local surgery, using an on-site marshal would be looked at. Alternatively, a token could be issued to patients on arrival to be displayed on the dashboard of their car, with cars not displaying this being clamped. There may be a cost implication on enforcement, and a reputable company would have to be employed.

The meeting ended at 2pm

Date of next Meeting

6.30pm (sharp) on Monday 26th March 2012 at the Practice.

Action Points from the SBB-PPG meeting held on Thursday 9th February 2012 v1.0	
Nick Walker	Upload final minutes of last meeting
	PPG Web address to be shown on minutes
Nycky Edleston	Agenda for next meeting – call for items from group members and upload one week before next meeting
Tia MacGregor/Anton Glinski	Prescription printing reminder about questionnaire message – feasibility study via Dr Rahim
	Photo-board for PPG group
	Secure PPG email – provide password to Chair and Secretary
	Cancelling appointments by text service - put appointment cancellation texting number on home page of Practice website
	Fans – check whether working
	Cycle Racks – investigate repair
	Parking 1) Check availability of parking attendant 2) Disabled space markings