

PPG Meeting Tuesday, 2nd May at 6pm

Present: Oliver Nwachukwu, David Talbot, Doris Adesioye, Hannah Adesioye.

1. Welcome, and introductions. Apologies were given from Maggie Cooke and Tinatin Westwood who were unable to make the meeting but would like the minutes sent to them. Doris suggested we should send out a text in future advertising the meeting as it will reach more people that way and numbers should increase. The practice will do this for the next meeting.
2. Future of the practice. The patients present were unaware the practice was staying open so were delighted when David Talbot the Business Manager at the practice told them it would be and new long term providers would be in place by the end of September. The practice is currently going through a procurement process. Bids have already been submitted and NHS England is evaluating them at present. A decision will be made and the practice informed on 13th July 2017.
3. Healthwatch review of Sandringham. – We reviewed the recent Healthwatch report on Sandringham practice and went through some of the recommendations offered by the report:
 - User-led training – Hannah thought this could work in some circumstances but it would depend on the type of training and the patient involved.
 - Patient involvement in staff recruitment – this was deemed not needed but an increased relationship between staff and reception was encouraged, maybe with a photo board so patients know who they are talking to.
 - Triage at the walk-in Clinic – This was deemed a bad idea as some patients would get upset that others were going in ahead of them even though they had arrived after.
 - Physical Environment – The current management are restricted in what we can do as we don't own the building but it was agreed to use the lower section of the reception desk so that staff could be seen by patients.
4. Practice Information –
Dr Chopra is going on maternity leave from June and will be away from the practice. She will be substituted with another Clinician but maybe on a Thursday or Friday.
Telephone consultations – Sandringham asked the PPG whether they thought telephone consultations were a good idea, as it would increase the speed of which

patients can speak to a GP. It was agreed that this would not work in all cases but would be a good addition to the appointments. The current ability to speak to a GP is good but these telephone consultations would be a more structured approach. The PPG were keen to trial something at least.

The practice is getting two additional computers for admin purposes that would allow us to free up one of the clinical rooms currently used by the medical secretary. Patients will see the benefit with more appointments available to see a clinician.

5. Any other business

- Tinatin sent a discussion point regarding service she received in December that was below the expected standard. It was agreed by all that reception is the first point of entry to the surgery and really the face of it. Receptionist should be there to help and have been instructed to give as many options as available to them. David pointed out that reception can be a busy and stressful place but should still be there offer as much help as possible. The practice is looking in to some further customer care training for staff.
- It was pointed out that practice is not great at giving out information regarding the services we offer, so we agreed we would undertake a monthly newsletter to update patients on services that are available. Doris felt it was up to reception to provide as much information as possible rather than the GP's.
- The TV will be updated with new information as it was felt people have stopped listening or looking at the current information that has been on there a long time.

6. Date of next meeting – 3rd July 17 – 6pm – Thanks were given to those that came and we hope to see more patients next time.