

Minutes from the MPG Meeting 21.06.2016

Practice attendees: Chris White, Catherine Bradley
MPG attendees: 4 MPG members
Apologies: 2 MPG members

Chris opened the meeting by welcoming Laura Mangan who came to talk about the service that Specsavers Audiology provides for the local community. Chris and the MPG members thanked Laura for her time.

Chris moved on to other business, and mentioned that Scrivens Audiology would be starting at the Practice in July. Their service will be available every 2nd Friday with a hearing care assistant one week and an audiologist the next time on a rotating basis dependant on demand. Patients can just book in for a hearing check through reception and then be referred by a GP to the audiologist if required.

Chris moved on to the MPG fund and touched on last time that we were going to buy a chair between us and he was pleased to inform the MPG that the chair is now in reception. It was then discussed whether the group would like to purchase further chairs for the practice and it was agreed that another 2 would be bought in the same agreement that it would be half the MPG fund and half the medical centre. With this agreement that would leave a fund of £38.64 to build upon. We did draft a poster to put with the chair informing patients how it has been bought and it was agreed that the poster needed the font changing and also some colour on it to make it stand out. A member asked whether the information about the chair could be displayed on the electronic board on reception. The possibility of this will be investigated.

Following on from this Chris mentioned that just recently himself and one of the members had taken part in a meeting with 2 members from the Holmes Chapel PRG group to gain ideas and knowledge as to how their group is run. In Holmes Chapel they have a different set up partly because the practice is larger, but mainly because their group is more involved and has its own structured body.

Examples of those differences are:

- They attend flu clinics in the autumn providing refreshments to the medical staff and also talking to patients while they are waiting;
- Holmes Chapel has a suggestion box for patients to use and only PRG members have access to those suggestions. These are collated and fed back at the next meeting, or earlier if important.
- They have a draft constitution which Chris said he would try and get a copy of for the next meeting.

A key point of the meeting was the lack of members we have in our MPG, so it was agreed we need to try and get more patients involved and create awareness of what the group is about. It was agreed to look at the noticeboard that is above the bookcase to see if we could proactively advertise the group more. If we could get more patients involved then it was agreed at the MPG could take on more responsibility of the running of the group i.e. chairman, treasurer, secretary. It was also agreed that we would have a trial period with a lockable suggestion box to see what responses we get and with the MPG managing this.

Friends and Family update, Chris informed the group that we don't really get paper votes now it is predominantly online votes and the most recent results are 67.1% of patients are extremely likely/likely to recommend the practice to friends and family which is an increase on 2.1% on the last results we received.

Chris moved on to the website and what improvements could be made and other thoughts the MPG had it was agreed that they thought the website on the whole was quite good, but they feel that we need a better picture of the surgery from the outside as the current one is not a good representation of what the surgery actually looks like and may be off putting. Chris agreed and would look in to getting a better picture uploaded to the website as soon as possible.

Members did touch on the lack of online appointments that were available. They were advised that there aren't any less appointments but they are made available to reception staff as a second choice when standard appointments were no longer available.