

**Minutes from the Meadowside Patient Group Meeting
28th March, 2017**

Practice attendees: Chris White, Catherine Bradley, Charlie Galley
MPG attendees: 3 MPG members: AP, SB, MO'C
Apologies: 2 MPG members: IG, JW

➤ Patient Questionnaire Update by MO'C

Chris opened the meeting at 5.30pm by introducing MO'C to speak about his questionnaires he had designed. MO'C explained that the formal NHS Friends and Family feedback cards are more of a data collecting exercise and doesn't give patients an opportunity to write suggestions or feedback. These questionnaires are made to get feedback on the Surgery to help us improve the service rather than a number for the data base. Chris White explained that the questionnaires that MO'C has made have been okayed by the Practice and that they can be put out in all clinical rooms. MO'C moved on to ask the rest of the MPG for any suggestions to make his questionnaire better; it was suggested to make the font size bigger, have 2 on a page rather than 3, bold out some of the important text and the use of no colour. This questionnaire is to run alongside the Friends and Family feedback card and the card to ask patients to rate us on NHS choices. Chris thanked MO'C for making these and asked for him to email them to him when the changes have been made.

MO'C went on to suggest how members of the MPG group could come in and ask patients in the waiting room to fill out these questionnaires. Chris also agreed that this was ok to do.

➤ Update on suggestion box management

Chris updated the MPG on the suggestion box that has arrived and has now been put up in the waiting room. There have so far been no comments put in it. SB has the responsibility of checking the box regularly for comments and has asked for the key to be kept here.

➤ NHS Choices Update

Chris handed everyone a copy of the recent comments on NHS Choices, which were discussed. Most of the comments were positive. From the last meeting it was suggested that the practice should reply to some of the comments, Chris explained about this and how he and the deputy practice manager have done this since the last meeting.

Through one of the comments on NHS choices there was a discussion about how people get pharmacy nominations. Chris handed over to Catherine and Charlie to explain how this works as they deal with this day to day. They explained how when you sign up with a pharmacy they set up the nomination rather than the surgery.

➤ Practice Update by Chris White

Chris mentioned the new appointment system. First he explained about the system and that the fundamental change is the removal of 'telephone triage' allowing more flexibility for patients to be seen on the day. Receptionists will be in a position to arrange on the day appointments if it is felt

they need to be seen or dealt with over the telephone. Chris revealed that the trial of this system has worked really well and the main benefit from it is that more appointments with Doctors and nurses are available and patients wait time has been reduced.

Chris asked the members of the MPG how they have found the Patient – Led – Prescribing. They all agreed that it's working well; it's helping save money and there are currently no major problems.

➤ Other Business

One of the members of MPG brought up the self-check in and Chris explained how at present the contract has not been renewed but is currently under review. It was suggested that the surgery could look into other suppliers which Chris agreed to do.

Mrs Philips informed the group that there is a public CCG meeting being held on 29th March at Congleton town hall if anyone wanted to attend.

Chris asked the MPG if there were any topics they would like to discuss at the next meeting and if so to email them across to us.

The meeting closed at 7.00pm.

Actions:

- SB to take responsibility of suggestion box
- MO'C to make the mentioned changes to his questionnaire