**ST MARYS SURGERY**

**DR N.D. DEVASIA & Dr D PANAGAMUWA**

**PINFOLD HEALTH CENTRE**

**FIELD ROAD**

**BLOXWICH**

**WALSALL**

**WEST MIDLANDS**

**WS3 3JP**

**TEL 01922 775151 FAX 01922 775160**

**PRG Meeting**

**12:00pm - 07.03.2019**

**Attendees:**

**Dr Mangala (DM) GP**

**Stacey (SA) Practice Manager**

**Donna Hinks (DH) Assistant Practice Manager**

**Carole Richards (CR) Temporary PRG Co-ordinator**

**Colin (CP) PRG Chair**

**Kelly (KM) Joint PRG Chair**

Copy o last meetings minutes given to KM

**COMPLETED ACTIONS FROM LAST MEETING:**

* Telephone message has been changed from DP to SA, patients have reported that they find it easier to understand, however still reports of patients being cut off – emails to Maximum to report job.
* Clip board given to CP
* Promotion of online access
* Patient satisfaction survey completed

**Patient satisfaction questionnaire:**

CP conducted a survey to obtain patients opinions of the Practice, and where they feel services can be improved.

**Summary of results**

**Appointment times**

9 patients reported that they sometimes feel it is difficult to get an appointment (same day not pre-bookable) as by 08:10am the appointments have been taken.

**ACTION:**

CP advised the nine patients that they can register to book online & this may help with booking appointments. All 9 patients were directed to Reception to register for online access.

**Jayex board**

3 patients reported that they would like the Jayex board to be fixed, this was mainly due to patients with hearing difficulties struggling to hear clinicians call them in the room. They reported that the visual aid of the Jayex board would be more effective.

**ACTION:**

CCG may be releasing funding for patient call in systems, we will enquire when this may be available.

**Toilet facilities**

7 patients would like to see cleaner toilets. KM reported that there is a strong smell of urine & ? mould on the shelf located by the soap dispenser.

**ACTION:**  
To enquire with Property Services if the shelf can be replaced/ re-painted & consider deep clean/new flooring if smell persists.

Also the toilet may be used by people passing through & not patients. DM suggested putting a laminated poster on the toilet doors to advise they are for patient use only. Also a suggestion of keeping key behind reception, which has already been suggested by Cleaning Supervisor however unfortunately this is not possible as toilets need to be accessible at all times.

**Children’s activities in Reception:**

4 Patients would like to some activities for children waiting in Reception to keep them occupied whilst waiting to be seen.

**ACTION:**  
We used to have toys for children in Reception, however due to infection control reasons these were removed.

CP suggested chalk board, DM said this may cause problems as children may try to swallow the chalk.

KM suggested books that could be wiped over. DM said this is a possibility, we could keep a cleaning schedule & ensure they are wiped over each day – to consider SA to enquire with infection Control Public Health.

**Voice message on phones**

4 patients reported that they found the answering machine extremely difficult to understand (voice message quiet & muffled)

6 patients also reported that sometimes after listening to the message they get cut off.

**ACTION:**

Message on phones was re-recorded by SA & patients feedback has been positive, claiming it is easier to understand.

We have reported patients being cut off directly to the telephone provider Maximum – they have said that there is a problem when one phone is diverted to another. They are looking into this for us.

**Telephone consultations**

Patients have said that telephone consultations are a good idea, however they would like to be given an approximate time when the GP will call.

**ACTION:**

This can be difficult due to the Surgery running late, however CR advised that they inform patients when the surgery is due to finish & give a rough estimate of time. CP also suggested to ask patients when is a convenient time for them, this can then be communicated back to the GP to ensure call backs are not missed.

**Online Services**

CP stood at the entrance of the Surgery to promote online access, he directed 9 patients to Reception who all registered for the service.

**Total patients approached 30**

**Patients Happy with services 21**

**Improvements noted 9**

When CP spoke to patients he did ask them to join our PRG, however the majority did say they hadn’t got the time to join.

The Bins (located at the entrance of Pinfold) were mentioned by a few patients, they enquired why they had been removed.

This was due to used needles being put in there, Property Services removed the bins completely to prevent injury to patients & staff.

Also reports from Cleaning contractors that needles were being left in Pinfold toilets – this has been noted by Property Services and have put in measures to prevent this from happening.

CP also asked patients what health material they would like to see in the Surgery to help their health. The majority of people said they would like to see diet & weight loss advice.

We will use this for our second promotional month, KM will try to get material from Weight Watchers/Slimming world for patients. Also to provide literature for one you Walsall who provide free weekly weigh ins and give advice on Healthly eating & exercise.

DM suggested also enquiring id Bloxwich Healthy Living Centre could possibly offer patients a discount to the gym/swimming?

**Music in the building**

KM & CP discussed the possibility of playing music throughout the building to keep them occupied and also to help minimise conversations from Reception (help confidentiality).

**ACTION:**

GP’s this side of the building are considering purchasing a music licence for these reasons.

**Car Park**

KM suggested that car park could be utilized better. If the corner disabled spot was blocked out, three more parking spaces could be made at the back of the three existing disabled parking bays.

**ACTION:**

**Take this suggestion to Property Services.**

**Promotional Month**

DM discussed that she feels our first promotional month should be around online access for patients. DM has found some leaflets that may be useful.

DM asked if KM could set up facebook page for St Mary’s Surgery to help promote our monthly topics for patients and to keep them updated on news regarding St Mary’s Surgery.

DM also asked if KM could produce a monthly newsletter for patients which can be posted on our Website. KM will produce a few templated and bring to next meeting for DM’s approval. Colour scheme to be blue to match letter heads.

**Idea’s discussed for Future Promotional months**

**Stoma Care**

KM runs group for stoma care (patients who have colostomy bags), she would like to promote this to patients and offer support. DM feels this would be a great idea and offer patients a support network.

**First Time Moms**

We would like to provide help/support for first time moms, help with the social side. ? ask Health Visitors if they could come to speak to new Moms & promote services within Walsall for them.

**Coffee Mornings**

We discussed holding regular coffee mornings for patients, baking cakes to sell & money can be donated to charity. Free Health advice could be given, we could also involve our Nurse Shelley to offer Blood Pressure checks/health advice.

**Citizens Advice**

KM worked voluntary for Citizens Advice Bureau, we could incorporate this into a promotional month to offer advice for patients.

**Promote PRG**

DM would like CP & KM to promote the PRG and recruit new members. We need to get our patients involved and explain their role & impact it can have on improving our services. Many patients may not be aware it exists and we need to ensure that we provide information to patients. Once established, we can book the meeting room upstairs each month/quarterly.

**Signage within Pinfold Health Centre**

As patients both CP & KM discussed how confusing the signage is around Pinfold Health Centre. It is not clear where each GP is located and can be extremely confusing. CP & KM suggested producing new signs to display with GP’s names on to direct patients at the entrance of Pinfold.

**ACTION:**

**Laminated signs to be displayed at main Reception to help direct patients with ease.**

**ACTION PLAN FOR NEXT MEETING:**

* **KM to set up new Facebook page**
* **KM to produce template for newsletter (and obtain approval from DM)**
* **CP & KM to start advertising PRG, researching for promotional month (online access) and start to organize first promotional month.**
* **Recruit more PRG members**
* **Organize PRG corner in Reception**
* **Monthly meetings until fully established.**
* **CP & KM to arrange first coffee morning**
* **Signs to be produced at main Reception to divert patients**
* **? books for children in Reception – Pending decision from Public Health**
* **Communication to Property Services to re-pain patient toilets**
* **NEXT MEETING ARRANGED FOR 04.04.2019 @ 12:00am.**