

# **Palfrey Health Centre**

## **Patient Participation Group Meeting**

**13.1.20 at 5.00pm**

### **Agenda**

1. Welcome & meeting Apologies  
*Attendees: Obaid Siddiq (OS); Sophia Akram (SA- Chair); Jennifer Hussain (JH)*  
*Apologies: W Saleem; J Rafiq; H Akram; N Akhtar; A Shah*
2. Review and acceptance of July 2019 meeting minutes.  
*Minutes were recorded as accurate.*
3. Patient message board and content development - Update  
*SA will discuss with community contact on developing a presentation with Urdu/Punjabi voiceover. Presentation content/topics could include appointment access; extended access hub service; OTC items and antibiotic usage; pharmacy first scheme. SA to update OS.*
4. Patient questionnaire survey 2019 results & review

*Members were provided with the patient survey results and analysis report. This data and audit information has been made available on the practice website for patients to access.*

*Generally the results were en par to previous survey results, and in particular the survey indicated good satisfaction with reception staff, access to appointments as well as interaction with the GP/ANP staff during consultations.*

*Also, there was an improvement in feedback regarding telephone access, which will have arisen to some degree due to the implementation of a new telephony solution within the surgery. The*

*group was presented the practice action plan with updates on progress in the identified areas/action points. The members ratified the proposed practice action plan – please refer to practice action plan.*

*Updates to action plan included:*

- 1. Uptake of Pharmacy 1<sup>st</sup> scheme is at nearly 45% of the total practice population.*
- 2. Staff training is ongoing on a monthly basis – normally 2hrs of protected time provided per month for staff to undertake online or class based training as well as attend team meetings.*
- 3. Practice is implementing EPS/Online appointment service and increasing uptake.*
- 4. Implementation and ongoing review of new telephone system.*
- 5. Promotion of extended opening hours and extended access hub service*

5. Date and time of next meeting

*Provisionally scheduled for April 2020 – date/time TBC*