

**Morden Hall Medical Centre
Patient Participation Group**

Notes of the meeting on Tuesday, 02 June 2015 at 1800 (v02 19 07 15 - final)

Present:

- Tony Loft (Chair)
- David John
- Tom Killick
- Leah Biller (MHMC)
- Elspeth Clarke
- Jayanthani Hettiaratchi
- Sarah Delahoy (MHMC PM)

<p>1. Apologies were received from partners. LB reported she advised the partners their attendance would not be necessary for this meeting due to content (ie how to stimulate PPG membership and promote more accurate representation of the practice demographically). She apologised for the cancellation of the April meeting which was due entirely to a significant lack of people who could attend making the number of members no more than two.</p>	
<p>2. Notes of the meeting of 24 February 2015</p>	<p>These were agreed.</p>
<p>3. Matters arising:</p>	<p>There were none since the previous meeting.</p>
<ul style="list-style-type: none"> • feedback received since the last meeting 	<p>LB shared a summary of the feedback received via the website and NHS Choices, from the Friends and Family Test forms received in the practice. It followed the expected themes when it was both positive and negative.</p> <p>It is widely accepted and backed up by research that people are far more likely to feed back about a negative experience or complain than they are to take the time to give positive feedback. To this end, SD reported that the practice, led by Dr Gibbs, was running a month long campaign to encourage positive feedback to be posted on our NHS Choices page to help us reflect the true rating of the practice – being more than two stars. This was day two (having started the campaign the previous day).</p> <p>This also coincided with a major reorganisation in how the reception and admin teams work and it is hoped it will produce positive outcomes on which, as part of the improvements, we receive positive feedback based on an improved patient experience at MHMC.</p>
<ul style="list-style-type: none"> • recent changes and forthcoming developments 	<p>LB listed these as:</p> <ul style="list-style-type: none"> • Recruitment of a practice manager, Sarah Delahoy. • Recruitment of a compliance officer, Rebecca Blackburn. • Reorganisation of the reception and admin teams to help with cutting down the clinical administrative workload and so release clinical time. • Upgraded website working well with ongoing review and update to keep it fresh and informative and also use it as a patient channel ie to access some services via email. • Online services operational with a healthy take up rate. • New staff recruited and started in March 2015 with more recruitment going ahead due to imminent

	<p>retirements.</p> <ul style="list-style-type: none"> • Being well staffed enabling MHMC to move forwards based on strategic and operational aims and objectives.
<ul style="list-style-type: none"> • appointments – update 	<p>The work continues. There is now a reception/admin protocol to help the staff teams to work in the same way with a decision support tool to follow. In addition, we are working hard to ensure patients see an appropriately trained nurse rather than the doctor for relevant check-ups, monitoring and other aspects of their care preferably delivered by a nurse.</p>
<ul style="list-style-type: none"> • premises update 	<p>St George’s podiatry are starting on 15 June for 5 days a week running a service from the first floor of MHMC now that the Assura/Virgin Care lease has expired and the accommodation has returned to MHMC.</p> <p>There are other requests to use the space but MHMC needs take a view on the best and most effective way to use this accommodation.</p> <p>The practice is currently going through the due diligence process for the improvement grant bid submitted earlier in the year. MHMC is one of only two Merton practices to have received in principle approval of our grant application. We are not likely to hear anything now until the end of June and any funding we secure will need to be allocated and spent by the end of the financial year.</p>
4. Agreement of continuing priorities	<p>These continue as:</p> <ul style="list-style-type: none"> • Access • Making better use of doctor and nurse appointments (eg not wasting them on administrative tasks or inappropriate allocation). • Building/premises development
5. Regenerating the PPG	<p>It was agreed that it would be unlikely to be able to make the PPG in its current shape and membership wholly representative of our patient demographics. Many people have little or no time to get involved with organisations such as the PPG even if they do want to have their say on how they receive services in principle. Therefore it was suggested and agreed that the MHMC PPG would best become a group of more than one part. The other parts could be hosted by Twitter and/or Facebook.</p> <p>It was generally approved to look into setting up a Twitter account and a Facebook page that could provide useful information on a regular basis to help patients as well as attract interest and collect views, stories and other data from a virtual PPG type group which could feed into the physical PPG as well as provide a huge amount of input for the practice.</p>

6. Any other business	<ul style="list-style-type: none"> • EC shared her experiences from her walk-round of the new Nelson Hospital giving an overall impression of under-use at the moment coupled with non-DDA compliant disabled toilets! • EC also raised awareness of the Merton campaign to prevent unnecessary prescriptions being generated and their costs to the NHS which are enormous. •
7. Date and time of next two meetings	<p>Tuesday, 21 July 2015 at 1800</p> <p>Tuesday, 08 September 2015 at 1800</p>