

## Manor Park Surgery PPG Meeting Minutes

Date: Thursday 2<sup>nd</sup> May 2019 1-3pm

### Attendees:

Claire Turnbull  
Dr Matt Barton  
Kevin Ritchie  
Phillip O'Connell  
Victor Broughton  
Michaela Stephenson

1.	<b>Welcome, introductions and apologies (MB)</b>
2.	<b>Our Ground rules:</b> <ol style="list-style-type: none"><li>1. <b>Confidentiality</b> – what is said in the group stays in the group.</li><li>2. <b>Avoid personal references</b> - as patient leaders we think about the needs of the wider public.</li><li>3. <b>Avoid assumptions</b> – base discussion on evidence and good practice.</li><li>4. <b>Listen</b> – listen actively and attentively. Avoid interruptions.</li><li>5. <b>Challenge</b> - critique ideas, not people.</li><li>6. <b>Find solutions</b> - build on one another's comments; work toward shared understanding.</li><li>7. <b>Do not monopolize discussion</b> – give others chance to speak.</li><li>8. <b>Respect</b> – other people's thoughts, ideas and suggestions (even if you don't agree with them)</li></ol>
3.	<b>Practice Update</b> <p>Manor Park Surgery has experienced phone disruption today from 11am – 12.40pm due to issues with our phone provider. We have reported as an incident and advised 111.</p> <p>Telephone resource is much better than we reported in February. We are fully resourced and new staff are in the middle of their intensive training. Wait times on the phone are back to normal.</p> <p>On the 1<sup>st</sup> June Park run are organising a 'GP Park run' nationally. Matt confirmed that Manor Park GPs are looking into sponsoring the Bramley Park Run and have been liaising with Jean Hollins, the Bramley Race Director.</p> <p>Domestic Violence Quality Mark – clinical training that was meant to take place yesterday but was postponed. A DV Counsellor recruited and will train the clinicians date tbc. Phillip asked whether our patients could be invited to a group and Councillor Ritchie suggested that Public Health could organise a DV awareness for the Bramley community.</p> <p>GDPR Update – shared our frustrations about the types of messages that can be left depending on whether a patient has a mobile or landline. A mobile is classed as 'private' so messages can be left to call Manor Park Surgery but on a land line we would need to ask you to 'call your GP surgery'. We discussed the importance of patients advising us promptly of any change to personal details such as mobile telephone numbers. We will start to promote this more in practice with posters and staff asking to check details.</p>
4.	<b>Patient Survey</b> <p>Manor Park are wanting to carry out a patient survey because we want to hear feedback on our services as well as wanting to explore what types of social media our patients use. We are thinking about using this platform as a means to get messages and information more quickly to our patients and have also noted that other practices are using social media as a</p>

	<p>means of promoting health campaigns and other health related information. We reviewed the patient survey and received some suggestions. The survey will be available for patients to respond in practice and also via text message with a link our website. A discussion took place around social media and Phillip has a lot of experience in this field. He was able to tell us about his success stories at Broadlea and what has worked well. He has 300 followers at Broadlea Community fb page that automatically posts on twitter and posts are shared which helps spread the word. Phillip mentioned FB group (public, closed or secret) or page.</p>
5.	<p><b>AOB</b></p> <p>Issues raised about electronic Controlled Drugs script not being ready on time with the rest of the dosette. Our new Clinical Pharmacist is working on post dated scripts to resolve this issue. MPP have stopped delivering and there were a few concerns raised about this.</p> <p>On – Line Appointments – why aren’t nurses available to book on-line? Nurses appointments are more complex to book because different nurses have different skills and therefore the nurses need to ensure they have specific appointment slots allocated for various things.</p>
6.	<p><b>Next meeting proposed:</b></p> <p>Thursday, 4<sup>th</sup> July 2019</p>