

**Wideopen Medical Centre
Patient Participation Group Meeting
10 March 2016**

Present: Sharon Fox (Chair), Sam Woodhouse, Louise Gilbert, Molly Gilbert, Louise Liddle, Mary Mein and Hannah McQuillen.

Virtual Members: Wendy Landreth, Kath English, Derek Weddell and Derek Kay.

Apologies: Maria Davison and Rosalind Snowdon.

Newsletter from the last virtual meeting agreed and signed off.

Update on Virtual Members

- Sharon informed the group that due to changes in Wendy's circumstances Wendy has opted to be a virtual PPG member wef March 2016.

Agenda

Friends and Family Test (FFT): Sharon shared with the group the results of the FFT responses ranging from May 2015 – Dec 2015. All the responses have been very positive; however, as the numbers of responses are low the practice doesn't believe that the FFT is being actively promoted by the practice. Sharon discussed with the group the idea of getting the PPG members involved in promoting the FFT and wondered if anyone would like to work in the practice a couple of hours a month promoting the FFT survey to patients and carers. On average the practice receives 9 patient responses each month. Nearly all patients say they would be extremely likely to recommend our practice and all comments have been very positive.

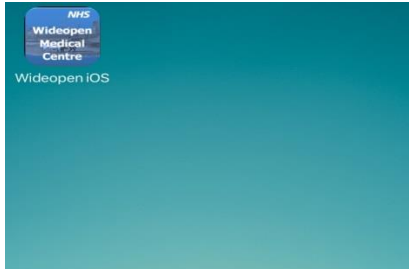
Action: Sharon will ask the virtual members if anyone is interested in working with us to promote the FFT.

Action: Louise Gilbert asked Sharon if the number of responses were similar to other practices. Sharon wasn't sure but said she would find out and let the group know. Darren from Woodlands Park Health Centre informed Sharon that their responses vary from 2 – 10 per month. They too have asked their PPG to help with the promotion of this.

Section 106 Funding: Sharon brought the group up to speed with the application and informed everyone that the work at Wideopen is likely to begin in the summer. The practice is frustrated with the fact that the funding can only be spent on the premises at Wideopen; however, Sharon explained that proposed developments in Annitsford would release Section 106 for Dudley practice. This is yet to be confirmed, but the practice is working with the Clinical Commissioning Group to ensure they are kept informed of future funding streams.

Action: Sharon explained to the group that the practice will remain open during the renovation work and services will continue but we anticipate that there will be some disruption especially around the entrance to the surgery. The practice staff will be re-directing patients from the main entrance to the staff side-entrance during the construction of the new porch. Depending on any unforeseen problems, Sharon also said that the twin-site at Dudley may increase its appointment capacity if Wideopen surgery is forced to reduce its access to the public due to any building problems.

Surgery app: Sam W asked if the Wideopen App could be promoted more as the patient utilisation hasn't been great. So far the app has been downloaded and installed 8 times on Android, 20 times on Windows phone and 19 times on iOS. The aim of the app is to help improve the current process / ways of working and eradicate waste regarding patient interactions especially booking appointments and ordering repeat medication. The app is not intended to replace reception staff, but to enrich the accessibility of our services to those who don't necessarily need to speak with a receptionist. It also gives patients the ability to use our services even when we are closed.



Action: Sam to liaise with the PPG about setting up a promotional campaign for the app.

AOB

Communication to our PPG members: There seems to be a problem with our communication process. Most members are receiving their updates including dates of future meetings; however we have had 2 incidents whereby Rosalind had not received updates from the practice.

Rosalind was aware of the meeting after a conversation with Mary the day before. Rosalind turned up for the meeting at 6:30pm but the practice had closed and the PPG meeting was in progress in the common room. As you can imagine Sharon was very upset to hear what had happened. Clearly we need to ensure we have contingency plans in place for members to contact the practice when we are closed. I have had a long chat with Rosalind and apologised for the inconvenience caused.

We both agreed that an alternative contact number needs to be in place, so members can get in touch if running late as was the case with Rosalind.

Action: Sharon has agreed to give the number of the practice mobile to all PPG members. Please note that this number is not managed every day and is only used when we have extended opening hours which is most Tuesday evenings and Friday mornings. The practice will switch the mobile at 6pm on the date of any PPG meetings just in case members need to get in touch when we close at 6pm. Our PPG mobile number is 07549 158 350.

Action: Rosalind is very keen to support the practice with the FFT and has arranged to meet Sharon on Tuesday 29 March to discuss this in more detail.

Louise Gilbert wanted the practice staff to know that she is very impressed with the hub telephony system. Whilst she doesn't contact the practice often, the times she has, she felt that the service given was polite and professional.

Date of next meeting is Thursday 30 June at 6:15pm

Please forward agenda items to Sharon Fox by Friday 24 June 2016. Thank you