28 Beaumont Street

OX1 2NP

September 29th 2015

Patient Participation Group Minutes

**Present:**

Dr Matt Easdale, Mrs Jane Belcher, Ms Seers, Ms Parrott Mrs Townsend Mr Rickaby

**Apologies:**

Miss Imeson, Mrs Bailey, Welfare Representatives, Mrs Feneley

**Welcome/Introductions**

Dr Easdale thanked the present members for attending at the trial time of 1500hrs.

**Review of Last Minutes**

The Minutes from February were reviewed and accepted, although the limited attendance due to extensive sickness necessitated a general review of the previous meeting.

The subject of sound-proofing was discussed once again- focussing on the possibility of patients in waiting areas being able to hear elements of consultations- particularly in the ground floor consulting room and to a lesser extent the 1st floor and basement (as well as between the front two basement rooms). It was agreed that audio options would not suit many and may in fact detract/cause offence. Similarly, although Dr Easdale reported that he was awaiting further information regarding screens and video/visual options (from a colleague of Miss Imeson’s contact), the wider group felt that this too is un-necessary and raised similar concerns to audio options.

It was decided that the best route forwards would be to provide clear signage that informed patients of the risk of being overheard and their options to move rooms/further measures. This would serve to inform both those who might be affected within consultations, and also those waiting that the aforementioned patients were aware of the issue.

**CQC**

The possibility of a CQC inspection was raised for general awareness and thanks were again offered to Ms Seers for her kind help in the previous incarnation. The basics of the process were briefly discussed.

**Safety**

The recent return of rough-sleepers behind the surgery was noted- Mrs Belcher and Dr Easdale detailed an incident where staff were verbally threatened by a pair of men sleeping next to the rear door as well as another where stolen property was discovered. The infrequent presence of used needles was also raised and suggestions were kindly made by those PPG members with greater experience in this area. It was advised that the Surgery continue to call the Police each time this situation occurred and that the surrounding properties be contacted as well to determine if this is a wider issue that might provoke the Police to alter their rounds accordingly.

**New Members**

Due to a variety of scheduling, communication break-downs and changing roles (excepting the normal issues in meeting attendance) the Welfare teams from our two Colleges have either been unable to attend/given their apologies or were unaware of the meetings entirely- Ms Parrott kindly volunteered to raise this through contacts at the Domestic Bursars Committee on our behalf. It was agreed that reliable student representation was vital to the makeup of the PPG but the blanket non-patient attendance of members from the OxHub group would not necessarily fill this gap.

This led to a discussion of the new timing of the meeting- most felt this was an improvement on an 1830 start but that perhaps a rota of changing times/degree of flexibility might serve to allow the greatest representation (as clearly the bias would favour those able to attend this meeting). It was decided to hold the next meeting on the 24th of November at the same time of 1500hrs but likely the meeting thereafter at the later time- this may also influence student representation.

**The PPG Questionnaire**

Mrs Belcher raised the obligation of both the Practice and PPG to produce a patient survey. We briefly described the previous (and onerous) iterations of the survey based on historic requirements (GPAQ- seventeen pages of questions). Thankfully we are now able to keep the questionnaire short, focussed and easy to complete. The following headings were proposed and it was agreed that these would be reviewed by the members of the PPG in preparation for formatting/signing off at the November meeting.

1. Summary of Access
2. Are you happy with access to Doctors and Nurses- (for instance, how quickly you are able to get an appointment)? We would welcome your comments:
3. Are you happy with the current Surgery opening hours? We would welcome your comments:
4. Are there any improvements to the current services/building that you would like to see/suggest?

**Next Meeting:** 1500hrs, Tuesday November 24th 2015

Thank you for all your help and support