No. 28 Beaumont Street

OX1 2NP

18th February 2015

Patient Participation Group Minutes

**Present:**

Dr Matt Easdale, Mrs SF and Ms SI

**Unable to Attend:**

Welfare representatives from Hertford and New College, Mr GH, Mrs RB, Ms MS, Mrs JB, Dr GB, Mrs BR, Mr RA and Mrs DE

**Welcome/Introductions**

Dr Easdale thanked the present members for their patience and understanding; extensive sickness issues (including Mrs Belcher- Practice Manager) limiting attendance.

**Review of Last Minutes:**

The Minutes from our final meeting of 2014 were reviewed and accepted. Similarly, the appropriate documentation for the CCG that confirms their accuracy and the progress of the PPG to-date was completed.

**Electing a Chair**

A Chair position decision was postponed due to the aforementioned lack of numbers as a result of illness.

**Updates:**

We discussed the new disabled ramp that bridges the back door to the parking area/rear of the surgery. This was thought to be a great addition to the practice and a major improvement regards access for disabled patients/relatives. The new carpets were also approved of and the works to prevent damp in the rear basement room (and redecoration) were positively received.

**Further Improvements/Issues:**

We discussed our current PPG organisation and practice representation (spring-boarded by the data contained within the CCG documentation). We agreed that encouraging more student representation is needed (only one member is currently a student despite nearly 1/3 of the practice being in higher education). We nominally include elected representatives from the Welfare teams at New College and Hertford but, despite repeated invitations, they have yet to been able to attend. Ms I mentioned OxfordHub, an organisation designed to increase student participation within social and environmental issues locally/globally. It was suggested we might be able to seek representation from their membership or at least a voice from within the student body. Dr Easdale will contact the group and enquire. Similarly, re-doubled efforts will be made to encourage student PPG involvement via direct invitation and through the college nurses.

The group went on to discuss the issue of sound-proofing and confidentiality within the surgery. With the newly decorated basement room back in regular use it has been noted by staff that if voices are raised (often in conversation with a patient with hearing impairment), the muffled conversation may be audible in the waiting room. This is usually mitigated by the extractor fan which should run continuously. However, on the ground floor the waiting area is just outside the treatment room- this (unlike the basement rooms and 1st floor nurse’s room) does not have two sets of doors- hence the possibility of overhearing a consult is greater. We discussed music as a solution but it was agreed that the choice of music- even if relatively uncontroversial- would always pose the potential to irritate patients. Similarly, as a public area, the broadcasting of music may require appropriate licensing which would further complicate the issue. The discussion turned to the use of white noise/fans and soundproofing to mitigate the issue- Mrs F kindly volunteered to look into the latter aspect in preparation for our next meeting. Ms I described screens and displays- perhaps with audio tracks- used by other surgeries. We discussed the potential for using slideshows or videos providing information relating to surgery services/medical conditions or local patient resources. If these had audio components this might solve sound issues as well (assuming the content was appropriate and approved). Ms I kindly provided Dr Easdale with contact details for a Communications and Engagement Co-Ordinator within the Bucks NHS who might be able to provide more information and advice.

**Next Meeting:** TBA- Likely May/June

Thank you for all your help and support