

# HOPE FAMILY MEDICAL CENTRE

## PPG Meeting held Tuesday 18<sup>th</sup> October 2017

**Present:** HJ, NV, EO'R, KS, JT, AP, DK and BR.

**Apologies:** SP, MG, JG, TC, SJ, EO.

### **Minutes of the last meeting**

The minutes of the last meeting were reviewed.

### **Matters Arising**

The task of developing information on what services the Practice provides is still underway and part of a bigger project to look out how the Practice communicates with patients. The noticeboards in reception are also being looked at to make them more user friendly.

The check-in screen has been updated to enable patients to update their personal details. Concerns were raised how this would work when members are helping patients use the machine. It was suggested that at the time a patient needs to input personal data the Group member present should look away.

The volume of the call in screen has been increased and seems to be at an appropriate level.

Flowers have been sent to Dr Wiggs and her thanks was received.

### **Practice Update**

Due to one of the Advanced Nurse Practitioners being off sick we have secured the services of another locum GP – Dr Burton (F).

Two Saturday flu clinics have already been held and went really well, several more week day clinics at different times have been arranged to provide different access opportunities.

A new Receptionist is due to start in November. The lady has previous GP practice experience and will help provide capacity to the administration team.

### **Group Activities**

The information leaflet, kindly developed by EO'R, has been sent to the Llanfynydd and Cymau newsletter. A copy is attached at the end of the minutes so that it can be included into other local publications that members may have connections with.

At the last meeting assistance was being sought from Group members to help other patients use the check-in screen. It was identified that a good opportunity to do this would be at the upcoming flu clinics as there would be more foot-fall. Several members of the Group signed up to help at designated sessions.

## **Any Other Business**

AP asked for clarification as to what the Advanced Physiotherapist did. HJ explained that it was more diagnostic than treatment although she is able to prescribe and give joint injections.

KS asked for clarity on how to register for online prescription requests as she had been experiencing difficulties. HJ explained that it is a separate website to the Practice website and that access codes were required.

**Action:** HJ to arrange for the access code to be sent to KS

**Action:** HJ to check whether there is a link to the My Health Online website from the Practice website.

KS also commented on the font size of the Practice website when viewing it from an iPad. HJ explained that the website design is provided by the Health Board but as part of the whole communication project the website is being reviewed and an alternative layout would be considered.

AP asked for clarity on the process for patients raising concerns. HJ confirmed that a policy was in place and where possible concerns should be raised in writing to the Practice Manager. Alternatively, patients can contact the Health Board and raise their concerns through them. Information about this is available on the noticeboard near the check-in screen in reception.

AP asked whether or not the minutes of the meeting were made available on the Practice website. HJ confirmed that at present they were not. The Group agreed that the minutes should be published on the website.

**Action:** HJ to add the minutes to the website

## **Date of the next meeting**

Thursday 25<sup>th</sup> January 2018 at 7.00pm