

The Practice Broughton Gate Health Centre
Minutes – 26th June 2014
Meeting Location: Broughton Gate Health Centre

Strictly confidential – For internal circulation only – See distribution list

Present: Olive Carr: Practice Manager
 Maggie Sholver: Receptionist
 Janice Barnfather
 Shirley Flood
 Chris Lang
 Marie Harvey
 Emma Germain
 Colin Holdsworth (Chair)

Apologies: Sabine Broecker and Linda Yaxley.
Copy to: Sarah Harwood (The Practice support centre)

Details	Action Owner
<p>1. Minutes of last meeting</p> <ul style="list-style-type: none"> • Thank you to OC for typing up the minutes. Minutes of last meeting agreed by all members. • OC introduced a new member Emma. Apologies given <p>2. Patient Feedback</p> <p>Action: OC advised group that the latest patient survey results had been published on the Broughton Gate Website. OC shared recent collated feedback relating to NHS Choices and the ongoing postcards. Complaints were also discussed. Main theme from the postcards and patient complaints were around answering the telephones, waiting room needs proper isolation, patient not being able to have a glucose tolerance test. Patient complaint about a child not being seen and referred to urgent care instead, complaint re poor look of the building outside.</p> <p>Action plan:</p> <ul style="list-style-type: none"> • OC to look at telephone system. To contact support centre for data • OC to look at the designation of the small room just off the waiting room. • Glucose Tolerance Testing – OC to discuss with clinical team • OC to look at changing some appointment slots to make them specifically for children... • CH to talk to the NHS management team for update on the new building 	<p>All</p> <p>OC</p> <p>OC</p> <p>OC/CLINICAL TEAM OC</p> <p>CH</p>

Details	Action Owner
<p>3. Making the PPG representative</p> <p>Objective: OC discussed new website – part of the first page will be about joining the group. LY suggested something at the local community centre.</p> <p>4 . Date of next meeting October 14</p>	

The Practice Broughton Gate Health Centre
Minutes – 14th October 2014
Meeting Location: Room 3 Broughton Gate Health Centre

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Present: Olive Carr, Janice Barnfather, Shirley Flood, Colin Holdsworth
Apologies: Sabine Broeker, Marie Harvey
Copy to: Sarah Harwood (The Practice Support Centre)

Details	Action Owner
<p>1. Minutes of last meeting</p> <ul style="list-style-type: none"> Thank you to Olive for typing up the minutes. Minutes of last meeting agreed by all members. <p>2. Patient feedback</p> <p>Action update from last meeting:</p> <ul style="list-style-type: none"> Telephones: OC advised that a new receptionist has been employed to work from 08:00 – 11:00. Data received shows that we receive on average 1300 in an average week. OC confirmed that appointments for children will not be present on the rota for GPs Quotes are being obtained for a sink to be put into the small room, to enable us to use this as a clinical room. OC still trying to find out about Glucose Tolerance Test. CH stated he had a reply from NHS management team. Awaiting further information. <p>OC shared recent feedback from NHS choices internal postcard survey and complain report. Main themes this meeting are: Not being able to book appointments, long wait to answer the telephone, not being told if the doctor is running late, inconsistency of clinical staff.</p> <p>3. Making the PPG representative</p> <p>OC and CH discussed setting up a virtual PRG group, no one currently willing to run this group.</p> <p>4. Date of next meeting</p> <p>January 2015</p>	<p>OC</p>

**The Practice Broughton Gate Health Centre
Minutes – 31st January 2015
Meeting Location: Broughton Gate Health Centre**

Strictly confidential – For internal circulation only – See distribution list

Present: Olive Carr, Colin Holdsworth, Janice Barnfather, Lyn Yaxley, Nerede Rooney,

Apologies:

Copy to: Sarah Harwood (The Practice Support Centre)

Details	Action Owner
<p>1. Introductions and Welcome Thank you to OC for typing up the minutes. Minutes of last meeting agreed by all members.</p>	OC
<p>2. Patient Feedback – following on from last meeting:</p> <ul style="list-style-type: none"> • Appointment availability: OC discussed changes to clinical team. Dr N left, with Dr K joining. Also nurse SS left with nurse JF joining. DR A increased her hours. • Online booking now available so patients have more access to on the day booking with the freedom to book with gp of their choice. • Implementation of the waiting list. Once all appointments have gone, patients entered onto waiting list will then be rung if a cancelation occurs • OC confirmed that all reception staff have agreed to advise patients on booking in, along with those waiting if the doctor is running behind. • OC advised that there had been news re the new building. This will be situated in the Brooklands development, with more information to be given by the next meeting. 	OC
<p>Patient feedback this meeting:</p> <ul style="list-style-type: none"> • Patient not happy with an unhelpful receptionist – OC to investigate. Group disagreed with this complaint saying that they find all receptionists helpful. • Problems with online booking – OC to investigate 	OC
<p>3. Making the PPG representative</p> <p>CH advised that he will be stepping down as Chair of the PRG. OC asked for nominations for Chair.</p>	
<p>4. Date of next meeting TBC</p>	