**NEWPORT MEDICAL GROUP**

**PPG MEETING - MINUTES**

**8th August 2019**

**Practice staff in attendance:**

**Office Manager at Newport site**

**SHC Site Office Manager at Sparkbrook HC site (am session)**

**Practice Management Consultant (note taker)**

**Governance Coordinator (am session)**

The practice ran Patient Participation Group events one in the morning (12.00) and one in the evening (17.00) with a total of 8 patients attending.

The morning event, welcomed a representative from Thriving to Work who explained the scheme which aims to support patients to return to work. In addition, Newport MG is part of a group of practices who are actively introducing other schemes to support patient’s health such as Social Prescribers which will commence at the practice shortly

The format of the meeting was as follows:

1. Welcome and purpose of PPG – terms of engagement and purpose
2. Practice update: new staff and roles and other initiatives occurring in the practice
3. Patient survey discussed
4. Development for next 12 months: PPG engagement to run every 3-4 months and building extension at Stoney Lane

Patients raised the following suggestions and concerns which practice staff took on board and will investigate if these suggestions can be acted on:

1. Organise a large education event in the local park opposite the Health Centre and invite a range of health organisation to promote their services
2. Possibility of engaging psychiatrist or cancelling services
3. Numerous comments about appointment system and shortage of appointments – MF explained some of the challenges experienced by the practice, but nevertheless it will investigate alternative option to improve appointment system (i.e phone triage, etc). Maria also explained the option of making appointments on line
4. Patient wait a long time for their consultation – RB explained that 10 minutes appointment length is a government guideline, however if the clinician is late is because he/she is dealing with a more complex patient and will take much longer than the established 10 minutes.
   1. Patients suggested that in case of long delay, staff should inform patients of this delay
5. Discussion about DNA – patients asked what can be done. MF, explained that she would contact CCG to enquire if patients can be remove or what action can the practice take with frequent offenders.
6. Patient feedback about the practice – patients suggested to use the smiley face system used at airport – MF will enquire of this posibility

Next PPG meeting to be arranged November 2019