

Report from the Patient Participation Group Meeting of 6th February 2018

At the meeting held on 6th February 2018 the following subjects were discussed:

Matters Arising from the meeting held on 19th September 2017

The chairman reported that he had attended a meeting of PPGs convened by the Bromley Clinical Commissioning Group (CCG) on the 4th October 2017 and minutes of that meeting had been circulated to all the PPG members.

There is to be a CCG workshop on the 19th February 2018 for PPG members and the chairman would attend.

Issues raised

Suggestions as to possible improvements to the building

Members of the group suggested the following:

- Improvements to the lighting in the car park and the waiting room lighting
- Re-covering the seats in the waiting room which have torn covers.
- Waiting room environment : decorate and install air cooling. The practice manager said there were infection control concerns relating to having air conditioning in healthcare buildings. A ceiling fan may be an alternative.
- Driveway : There is a tree in the way which makes the driveway narrow and difficult to navigate. All the trees in the front of the premises have tree preservation orders (TPOs). It was suggested that the surgery highlights to the council that the driveway is dangerous at that point in order to get the TPO on that tree removed.

Summer Fair Saturday, 7th July 2018

The practice is going to hold a summer fete on 7th July. The plan is to have stalls from local organisations such as Bromley MyTime, Diabetes UK, the fire brigade, a healthy snacks stall etc. The members present agreed to have a stall for the PPG.

Patient privacy

One member asked if there was a way of getting patients to stand back when queuing at the counter. A tape on the floor plus a sign was suggested, or a standing sign saying "Wait here" as in banks.

Noisy children

A member said some parents don't control their children in the waiting area. The Operations Manager said it is difficult because some parents don't like being spoken to about this.

Having a sign about this on the display screen was suggested saying "Please Keep your children under control".

Hand Sanitisers

A sanitiser was requested on the wall where the consulting rooms are.

Bromley Clinical Commissioning Group Toolkit for Patient Participation

Members of the group thought that this was a lot of bureaucracy – the toolkit suggests a constitution, elections of officers etc.

On-line Services

The chairman highlighted the fact that if you use EMIS Access on-line services you can apply to get access to your medical records.

This is advertised in the practice booklet and on the practice website.

Telephone Consultations

There was a discussion about the time slots given for telephone consultations. One member asked if it would be possible to have a narrower time slot.

The Operations Manager described the problems trying to keep to set times for telephone consultations. The surgery is keen to use mobile phones for telephone consultations, so people aren't tied to landlines.

Action Plan

To look into all the suggestions to improve the building and consult with the partners and implement where agreed.

To put tape on floor in front of reception counter

To look into getting a screen to show posters

Do a poster requesting parents keep their children under control.

To ensure hand sanitisers are installed

To raise with the partners the timeslots for telephone consultations

~ All to be actioned by the practice manager