

**PPG AGENDA**  
**Minutes of meeting - Thursday 19 February 2015**

**Apologies from:** Maria Davison (MD), Dr Louise Liddle (ALL), Mary Mein (MM) and Derek Weddle (DW)

**Virtual members:** Kath English (KE), Wendy Landreth (WL) and Derek Weddle (DW)

**Present:** Sharon Fox (SF), Molly Gilbert (MG), Louise Gilbert (LG), Rosalind Snowdon (RS) and Sam Woodhouse (SW)

**AGENDA**

**Customer satisfaction survey:**

An in-depth discussion took place about the customer satisfaction survey. SF detailed her thoughts on the mix of positive and negative comments. SF explained about how the perception between patient and the reception staff varies depending on the experience encountered. The survey did lend itself to open criticism which has enabled the practice to focus on issues identified such as improving positive interaction with the patient and receptionist and professional conduct when in the public domain.

RS asked if the feedback had been shared with the staff and their reaction to the comments. SF confirmed that the results had been shared with the staff, doctors and North Tyneside CCG transformation team. The reason we shared the results with the CCG was to get some impartial understanding of the comments and to look at ways of improving from an external source which the CCG we able to do.

MG and LG commented that the service they have received has always been of high standard and they have had no cause for concern.

**Comments / Action points:**

SF acknowledged that there were some negative comments from patients about the reception team and the practice had to do something to rectify that. The practice felt that having a patient-centred approach was priority and the first change was to have all telephones answered from a central location. This would help offer a consistent service to our patients. Work has begun and the practice is in the process of converting a room at Wideopen into a telephony hub where all calls from Wideopen and Dudley will be answered. It is envisaged that this will be active from April 2015.

The practice is hoping that having a telephony hub will release more time in the office to concentrate on the daily face-to-face service. It will also allow staff to rotate across both practices.

Two members of the reception team are completing a customer service apprenticeship course provided to us by Learn Direct.



Comments



Patient Satisfaction  
Survey

**GP appointments update:**

We have 45 additional GP appointments as of February 2015. SF explained that the practice has employed another GP called Dr Hannah McQuillen who will be working at Wideopen every Thursday and Friday.

We also have a new registrar, called Dr Rachel Somerville-Roberts from February – August 2015 which will bring another 32 GP appointments. Rachel will be working across both practices every Monday and Tuesday.

**Section 106 Funding:**

SF raised the problems she was having with trying to get contractors to come to the practice to price up building work. So far 2 builders have been out but neither have come back with quotes to convert the vestibule into a porch and install disabled access doors to the entrance and leading to the consulting rooms just off reception. Rosalind also shared her frustration with trying to access funding streams.

**Action:** SF will speak with Burrige builders as they have lots of experience with NHS building projects and have been recommended.

**Friends and Family Test (FFT):**

SF gave an update on the FFT. SF explained that the FFT is part of a feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Practices must report to NHS England each month with the FFT responses. Copy of the FFT is attached.

**Action:** SF asked for support from the PPG to promote.



FFT

**AOB**

RS asked if the notice board at Dudley had been purchased as she is keen to promote literature and maintain it.

**Action:** SF will check with MM and get back to RS.

**Date of next meeting: Thursday 16 July 2015 at 6pm**