

## Milman Road Health Centre – Patient Participation Group

Minutes of the meeting held on Wednesday 11 March 2020 at 10am at Milman Road Health Centre

Present:	Christopher Mott (PPG Chair)[CM]	Dr Thava (GP Partner) [BT]
	Anne-Marie Dykes (Practice Manager) [AD]	Monica Morris (Secretary) [MM]
	Paul Williams (Vice Chair) [PW]	Marie Panter [MP]
	Jo Alexander-Jones [JJ]	Helena Turner [HT]
	Adam Harrington [AH]	Gillian Tunley [GL]

Apologies: Salma Tognarelli [ST] Dr Kayani & Lorraine Walton.

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### **Welcome, Introductions & Apologies (Agenda item 1)**

CM welcomed all to the meeting and said that this was the first time we had met since our December meeting, at which there was an excellent discussion as to our relationship with the Practice and guidelines for the future were set out. He reiterated three points: that the PPG would continue to work as an efficient body that provided positive outcomes for patients; that there would be mutual cooperation between this body and all aspects of the Practice; and that there was the strong commitment on the part of the PPG to contribute positively to the development of both the Practice and the PCN of which it is a part.

### **Declaration of interests (Agenda item 2)**

None.

### **Minutes of the meeting of 11 December (Agenda item 3)**

The minutes of the 11 December 2019 had been circulated and accepted as a true record.

### **Matters Arising**

Informational practice posters produced by AH were displayed to attendees. The Practice was happy to display two designs and would arrange printing and display.

The Practice advised that staff uniforms discussed at the last meeting had been agreed with staff and would be rolled out after necessary fitting.

Practice notice boards in the entrance had been updated and were all very clear and made good use of colour and graphics. The meeting expressed appreciation of the work.

PW presented a paper that sets out Reading Borough Council's requirements for a disabled parking bay. The existing bay does not meet the criteria but the larger parking space to the right of the Milman Road entrance met requirements with exception of the pillar, a centimetre too narrow. It was agreed that PW could proceed to get a quotation from RBC for marking out a new disabled space. The Practice also asked PW to investigate how to convert the double size ambulance bay in to a single ambulance bay and a disabled parking bay.

**Action 24:** PW to assist the Practice with getting quotes for marking out a new disabled parking bay and the re designation of the double size ambulance bay. Target date: 30 June 2020

### **Terms of Reference (ToR) for the Group (Agenda item 4)**

PW's proposal to add an additional bullet point under Reporting in the group's terms of reference – "The minutes will record topics discussed and opinions voiced and will be summarised in a brief professional manner." – was agreed. The updated ToR will be put on the PPG notice boards and circulated to members.

### **Outstanding actions from the meeting on 27 November 2019 (Agenda Item 5)**

The meeting discussed target dates

18. Car park re-marking. Depends on funds being available in the new financial year. Revisit 30 April 2020.
20. Photo Board. A cascade approach to deploying photos starting with partners is envisaged. Target Date 30 June 2020.
24. Disabled Parking space. See matters arising. Target Date 30 June 2020.
36. External lights timing during GMT. Target Date 30 March 2020.
41. Customer facing Practice guidelines about late arrivals. Target Date 15 April 2020.
42. Complete and closed.

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43. BT reported that the Business Plan is complete and will be available for discussion at the next meeting (13 May TBC).
44. Asian PPG member. AD and MM will meet the candidate shortly. Target Date 30 April 2020.
45. A report on the new PCN will be on the website. A precis of the article will be in the Newsletter and it may also be put out on the Whitley Pump, a local news blog. Target Date 30 April 2020.
47. Publicising the importance of FFT participation. Dr Kayani to review. Target Date 30 May 2020.
49. Lowering the 48-hour bar on SMS FFT's. A new provider is coming in at the end of existing contract. The 48-hour bar may then be lifted. Target Date 30 April 2020.
50. Paper based FFT system started. Closed.
51. Lobby questionnaire. On hold until we are in a virus-free state. Target Date 1 November 2020.
52. Lift outages since June 2018. Target Date 30 March 2020.

### **Friends & Family Analysis (Agenda Item 6)**

The group discussed PW's observations on the data analysis. The Practice signalled that a new digital telephone booking system is to be installed shortly which will improve making appointments. The recruitment of additional staff will also improve service. It was suggested that the Practice consider "You said – We did" notices to highlight service improvements.

### **Complaints Analysis (Agenda Item Agenda Item 7)**

The Practice reported that it looks closely at all complaints at all levels, from maintenance to clinical and all in between. They are dealt with as speedily as possible and involve getting input both sides of the issue. A full analysis will be available for the next meeting.

### **Tour of the Milman Road Health Centre Website (Agenda Item 9)**

AD took us through various aspects of the website, demonstrating ease of use. AD sends in updates and new documents to the provider (Footfall). They do not carry out any editing. The time was limited for the tour and it is hoped to find more time to look at other functions.

### **Any Other Business (Agenda Item 10)**

AD asked for volunteers to assist with a research study on the effectiveness of the NHS 111 care navigation web site. A number of volunteers came forward to see if they could assist.

### **Date of Next Meeting (Agenda Item 11)**

The date of the next meeting is provisionally 13 May and may have to be virtual.

### **Was the PPG meeting a success using agreed criteria?**

1. Quorum – achieved 10 pts.
2. Attendance demographics – achieved 10 pts.
3. Actions completed positively – 5 pts.
4. PPG proposal/presentations 10 pts.

Therefore, 35 points from a possible 40 points. Meeting was a success.