

Prices Mill Patient Participation Group

Minutes of the meeting 20th May 2014

Present: Sally Millet, Liz Green, Paul Young, Marilyn Miles, Kate Kay, Ros Mulhall, Alison Anderson

Apologies: Betty Young, Jo Hofman, Mike Kelly, John Miles

1. Minutes and Matters Arising .

Liz raised the rapid response service, requesting more information. Ros explained the range of options available in the county for patients who are acutely unwell and may require admission to hospital or rapid response input to avoid admission where possible. All services are accessed by GPs via a 'Single Point of Access' telephone number operated by Gloucestershire Hospitals NHS Foundation Trust.

2. Exercise Equipment

Marilyn explained an application by a local councillor for funding to provide some freestanding outdoor exercise equipment at King George V and Miles Marling playing field. It was agreed that Kate Kay would write a letter of support for the initiative on behalf of the PPG. Ros and Alison explained that the principle of encouraging people to be outdoors and to exercise was really positive but that doctors would not be able to recommend or refer patients to use the equipment specifically.

3. Waiting Room Improvements

General

Very positive feedback about the waiting room. Alison explained that a local artist is keen to display some artwork on the walls and she was also in discussion with the local Primary School to provide some artwork from local children. Sally suggested installing an aquarium as this can have a calming

effect and may keep children entertained whilst waiting. Suggestion box needs replacing. Alison to see if Men's Shed would custom make on.

Information Screen

The information screen is now working and some basic messages had been set up. PPG members suggested:

- Keeping the messages simple
- Using black font and yellow background as this apparently is most easy to read for those with visual impairments
- Using bullet point to get across key messages
- Use of picture and diagrams
- Putting the website address across the screen at all times
- The use of cartoons
- The use of videos
- The use of photos – perhaps to include one from a PPG meeting
- Displaying waiting times

4. Website

The PPG members have reviewed the Practice website and contributed many ideas and suggestions for content, changes and improvements. Alison has made a note of all of the suggestions and will work with staff to review the website and incorporate some changes and seek further feedback. It was acknowledged that there may be some limitations due to website design.

Key messages from the PPG were:

- A number of aspects of the site could be more user friendly
- Online booking process could be improved and ideally moved to home page
- More online appointments could be made available e.g. nurse appointments
- Explain the type of appointments available and indicate what they can be used for
- Clarify key messages on Out of Hours page

- Keep it simple! (One click!)
- More links to other websites
- Google map shows incorrect location
- Avoid using medical terminology or explain it when it is used
- Add a link to NHP directory
- Add links to local support services e.g. Alzheimer Café
- Changes to layout suggested
- Consider changing presentation of latest news
- Reduce the number of tabs on the right hand side by grouping topics under headings e.g all immunisations and vaccinations under one group heading
- Need to consider links for young people

5. Communication

Alison plans to produce a Summer Newsletter and will try to submit news articles to the Nailsworth News regularly.

Alison and Ros thanked the group for the time and effort involved in reviewing the website.

6. Next Meetings

20th August

20th November

All at the surgery at 7.30pm