

Farrier House Patient Participation Group

Present: Meryl Bannister (MB), Sue King (SK), Patrick van Sloun (PvS), Keith Mousley (KM) and Elsa Taylor (ET)

Apologies: Bianca Dharmadasa, Patricia Bennetts

1. Introductions

Representing Farrier for this meeting was MB and Practice Nurse, SK. KM was welcomed and introduced to the other members of the group present.

2. Minutes and matters arising from last meeting

MB checked that all members received the minutes and explained that it was felt that there were any alterations or points missed from any minutes to notify her via email. All confirmed receiving minutes from January.

Actions left from previous meeting were discussed. MB had emailed around all members email addresses so that open communication could be established with regards to the patient information leaflet project discussed at the last meeting. PvS explained that no conversations had been started since regarding the project. KM was updated on the project and how we have asked for a patient information leaflet to be created to act as a directory for all the available services and community clubs that are happening in Worcester

It was discussed what would be the best way to move this forward and it was decided that at the next quarterly meeting, members would come with information they have gathered and this can all be pooled together to get a better idea of how to present the leaflet which the information collected.

3. Farrier House updates

-Respiratory Clinic

MB updated the members on the employment of the Respiratory Nurse, Jenny who has stepped in to care for asthmatic/copd patients whilst SK proceeds with her training. Jenny is doing a weekly clinic and will be continuing for the foreseeable future.

-Travel Clinic

SK and MB discussed the planning of opening a Travel Clinic available to the public. SK explained that it would be a private service and the process would involve completion of a travel questionnaire to distinguish appropriate vaccinations and then an appointment for the jabs. MB discussed this would be a 'walk in' service, KM mentioned that it might not be a good idea to use 'Walk in' terminology as this may add confusion to the practice's identity as there are still ongoing issues with patients thinking Farrer is a walk in.

MB questioned the members for any ideas of how to promote the travel clinic. Going to travel agency stores was discussed and KM mentioned how the Travel agents that has been set up in Worcester College has won an award recently and may be worth enquiring as to whether they'd advertise the travel clinic. ET mentioned Google and how this is how most people find out what is available in the city. It would be beneficial to get the surgery's website coming up for 'Travel Clinic- Worcester' or similar google searches. PvS explained that this is very difficult to get up on the first page of Google but it was agreed that it was certainly something to look into.

-Dr McCaffrey leaving

MB went on to announce that Dr McCaffrey will sadly be leaving Farrier near the end of May. The current GP members of Farrier House were discussed, Dr Brennan being the lead GP with Dr Hussain and Dr Obazee also doing 2 clinics a week each. MB explained the difficulty of employing salaried GPs at the moment and it was discussed how contingency planning is happening at the moment and two locum doctors have been secured in the interim of Dr McCaffrey leaving and employing a replacement. MB went on to question the members of what they thought might be the best way to let patients know. It was discussed that a letter to Dr McCaffrey's registered patients would be suitable and the PPG members also expressed an interest in signing their own card on behalf of the patients of Farrier House. MB to organise card and members to pop in when they are able to, to sign card. PVS also proposed that this could be announced in a newsletter in the waiting room.

-Waiting Room

The members then went on to discuss the waiting room at the surgery and there was some valuable feedback with regards to the current set up. It was felt that the walls and noticeboards are quite cluttered and some are far away from the seating area. The seating area was discussed and it was felt the current setup was quite awkward with not much space between the rows so getting to middle seats was difficult. MB and SK took note of all this and it was explained that there will be a revamp of the waiting room in due course and that SK and the health care assistant will be organising this.

-Front of Farrier

The members went on to raise concerns about the aesthetics of the front of the building. It was agreed that it was quite difficult to recognise that the surgery was in the building and that the 'To Let' signs and building work visible from the road weren't helping with the surgery's identity. It was discussed that more signage could be deployed and that there was originally one on the wall by the entrance of the surgery and MB said that this can be looked into. The empty front of the building was discussed and conversation turned to how best to cover up this for the practice. MB mentioned that new A3 posters could be created for the window hangers.

-Homeless Outreach Service

MB discussed the ongoing service being provided at Maggs Day Centre and how since the last PPG meeting this has developed with a GP visiting fortnightly alongside the ANP visiting in the alternate weeks between. KM mentioned that on Spring Lane there is the 'Second Chance' furniture store which is believed to be ran by St Paul's hostel. It was suggested that Maggs could be doing flyers to pass on to St Pauls Hostel and YMCA to raise awareness of the community clinic we are supplying.

4. Actions

- Members to gather as much information regarding local services and bring to next meeting.
- MB to organise card for members to be kept on reception for signing.
- Externl signage and waiting room to be looked at and updated; MB to consult with NHS Property services and MB and Nursing team to start updating waiting room.

Next meeting: Scheduled for end of July 2016, MB to be in touch with date nearer the time.