

## University of Reading Medical Practice

Patient Participation Group

### Minutes of the meeting held on the 14<sup>th</sup> October 2010

**Present:**

Richard Glencross	Elizabeth Johnston
Harvinder Wright	Lorraine Watkinson
Sally Jones	Suzanne Derbyshire
Bridgid Sewell	Clare Cowan
Steph Johnson	

**Apologies:** Robert Stratton

#### 1. Actions from the last meeting:

- LW updated the group on patient call. Installation of the new system will be complete by wk ending 25<sup>th</sup> October
- LW advised that no suggestions had been received from the group with suggestions for improvements to facilities
- LW advised that the patient questionnaire had been amended and is now available on the practice website
- LW advised that the patient newsletter had been amended and emailed to the group.

#### 2. Update on Car Parking

EJ advised the group that the practice is preparing a Planning Application to Reading Borough Council. The current parking facilities are inadequate for current demand. The proposed scheme allows for 2 disabled parking bays, a larger bicycle store and more car park spaces in general. EJ would keep the group informed of progress.

#### 3. Facilities review / Refurbishment

LW gave an update on the refurbishments at the Practice which have taken Place over the summer months, which include new signage, new hard flooring Painting throughout and a new continuous handrail installed to the staircase in reception. EJ asked the group to email LW with any further suggestions.

#### **4. Comments book – water and coat stand**

The practice had received patient requests for water and a coat stand in the upstairs waiting room. EJ wanted to know the groups thoughts on this?

- The group as a whole thought that a coat stand was not required, as they felt that most patients would prefer to keep their personal belongings with them, rather than to leave unattended in the waiting room. Also all consulting rooms have chairs in which can be used to place jackets/coats on.
- The group felt that most patients would not expect water at a GP practice. EJ advised the group that the practice had looked into various options including a vending machine and water dispenser, all of which incurred high maintenance/contract costs to the practice. The group felt that if possible patients could use the taps in the toilets (if suitable as drinking water) and the practice would supply cups. LW to liaise with facilities management for suitability.

#### **5. Feedback on access – appointments/telephone**

EJ discussed the latest results from The GP patient survey. The Practice's highest performing areas compared with the PCT average are:

- Able to book ahead for an appointment with a Doctor
- I don't normally have to wait too long
- My doctor was good at explaining tests and treatments.

EJ asked the group to email LW with suggestions that would help improve the patient experience further.

#### **6. AOB**

CC advised that the walk in sexual health clinic has started again at the Practice on Thursday's. A notice will be placed on the website to advise patients.

HW advised the group that she would be stepping down, and that this would be the last meeting she attends. EJ thanked HW on behalf of the practice for her involvement and input over the years with the group.

#### **7. Date of next meeting - 27<sup>th</sup> January 2011**

<b>Actions</b>	<b>Person responsible</b>	<b>Due by</b>
CC to place a notice on the website advising that the walk in sexual health clinic is available	CC	20 <sup>th</sup> October
The group to email LW with suggestions for improvements to facilities	Group	Ongoing
LW to liaise with facilities for the suitability drinking water in patient toilets	LW	20 <sup>th</sup> October