

**Patient Participation Group (PPG) Townsend Medical Centre 1400 7th January
2013 Townsend Medical Centre**

Name	Registered Practice
Lynn Jones	Liverpool CCG
Kerry Harvey	Liverpool CCG
Sara Shaw	Anfield Group Practice
Karen Howard	Patient of Townsend Medical Centre
Jean John	Anfield Group Practice
Gary Heaps	Patient of Townsend Medical Centre
E. Littlewood	Patient of Townsend Medical Centre
S. Emmett	Townsend Medical Centre
V. Latham	Townsend Medical Centre
Di Armstrong	Townsend Medical Centre
Jos Mendiguren	Townsend Medical Centre
Pauline Tudor	Townsend Medical Centre
Dr Adbi	Townsend Medical Centre

1. Lynn Jones outlined the aims of the group and requested any personal issues be raised outside of the meeting. There had been 2 apologies sent from Townsend Medical Centre patients
2. The Group reviewed and commented on the Townsend Patient Survey. The Townsend patients were very positive and supportive of the practices performance.
3. Gary Heaps noted the patience of reception staff in dealing with all patients and expressed that any abusive behaviour toward staff is totally unacceptable.
4. The Townsend Survey recorded 100% of respondents felt the building was very clean. Di Armstrong noted that there is a cleaning audit monitoring procedures and asked that the positive result be shared with the cleaning contractor. The Group agreed to this.
5. The Townsend Survey recorded that 10% of respondents felt they could be overheard when speaking with the receptionists and they were unhappy about this. Gary noted he did not feel there were any confidentiality issues.
6. Karen Howard requested a formal area for queuing area to avoid people standing too close to the person talking with the receptionist.
- 7. Action: Di Armstrong will look into how 'privacy' could be enhanced at reception.**
8. Sara Shaw presented the Anfield Group Practice baseline survey. Sara noted open access (1 GP bookable, 1 GP open access i.e. drop-in before 10am to

be seen) started in April so may not be reflected in the survey responses. Open access has worked well and resulted in reduced DNAs.

9. Karen noted there was low patient representation at the group and suggested she could contact patients outside of the meeting to gather issues and opinions. The Group noted this would not be appropriate due to confidentiality.
10. The Group discussed ways to encourage patient attendance at the group. Sara Shaw suggested a text message. Di Armstrong suggested making greater use of the notice board. Dr Abdi noted there may not be enough space on the notice board and suggested an A3 flip pad and stand.
- 11. Action: Lynn Jones to investigate if any pull up banners are available to promote the PPG to patients.**
12. Sara Shaw has published information about the PPG on NHS Choices website.
13. Pauline Tudor has published the Townsend Patient Survey on NHS Choices website.
14. Pauline Tudor noted a promotional PPG message is carried on the Envisage screen.
15. Lynn Jones suggested linking with housing trusts to encourage patients to join.
16. Pauline Tudor noted that Townsend Medical Centre should be equipped with a defibrillator. All staff at the centre are trained to use a defib'. Previous requests to the PCT have been unsuccessful.
17. Gary Heaps noted how unpleasant it was having to walk passed people smoking on entrance to the building and requested a large no smoking sign be erected as the current sign is very small.
18. Di Armstrong noted that there are signs and that this is a problem outside most buildings.
19. Karen Howard suggested investigating how the problem of smokers congregating outside buildings is being dealt with on a national level.
20. Karen Howard asked what the Townsend Medical Centre is doing in regards to raising awareness of DNAs.
21. Pauline Tudor noted DNA information is published on notice boards.
22. Lynn suggested the DNA rate be published in terms of Doctors hours wasted.

23. Lynn asked the group to read the information on the '111' project to inform discussion at the next meeting

24. The next meeting will be held in 3 months' time – date and agenda to be confirmed and circulated.