

## Orchard Medical Practice

### Patient Participation Group Meeting held on 11 August 2009

Present:	Dr James Mills	-	GP
	Michelle Adams	-	Business Manager
	Malcolm Robertson	-	Patient
	Sue Ounsworth	-	Patient
	Margaret Dean	-	Patient
	Elaine Bradford	-	Patient
	Ann Wright	-	Patient

- 1. Welcome and Introductions** – Michelle Adams welcomed members to the first Practice Patient Participation Group Meeting.
- 2. Purpose of Meeting** – The purpose of the meeting was to establish a PPG to specifically look at the way it communicates and builds positive relationships with its patients. The Practice was keen engage with its patients ensure that their needs were considered in the planning and development of the new practice, including any general improvements.
- 3. Terms of Reference** - A draft TOR was tabled and accepted. It was agreed to look at chairing arrangements at a future meeting, where it was hoped that the PPG would attract additional members.
- 4. Update regarding MCH relocation** –. A full business case was presented to the PCT Board on the future strategic intent for Community Hospitals in North Nottinghamshire, which included the Practice's proposal for relocation. The business case was subject to a formal 90-day consultation, and was later approved by the PCT Board in January 2009. Following the Board's decision, a letter was made available by the Practice informing patient's of the Practice's plans to relocate to Mansfield Community Hospital in summer 2010. Numerous meeting have taken place since April this year, to look at accommodation requirements etc.
- 5. Draft layout plans** – Michelle tabled draft plans for members of the group to review. The plans detailed the number of clinical and non-clinical rooms that would be available. The new premises will see an increase of 8 clinical rooms (which includes 3 x treatment rooms) and a larger reception area. Michelle discussed ideas for the waiting rooms. It was noted that colour coding waiting areas with simple colours would aid patients in finding the correct waiting room. Similar schemes operate in hospitals, and prove very helpful to patients. The group also suggested that there was sufficient seating with arms, leaflet racking to be made available at the correct height, and adequate wheelchair access with seating for the carer.

**Reception Desk** – Views from the PPG would be to remove any barriers, i.e. ensuring that there were no glass screens at the reception desk (providing this would not compromise staff safety). A small privacy area would be made available for patients wishing to talk discreetly with reception staff, as well as access to a small interview room.

**Life Channel** – The Practice is proposing on installing Life Channels in each of the 3 x waiting rooms – TV screens that show health promotion messages. This was thought to be a good idea.

**WCs** – it was suggested whether WCs could have hand dryers and or use of sensor taps for running water. Michelle to feedback comments to the Architect/Design Team.

- 6. Communication with Patients** – It was noted that not all patients are fully aware of the Practice's intention to relocate premises. The PPG thought it would be a good idea to use the main entrance lobby to display plans and provide patients with updates on latest developments. Due to the swine flu, many of the leaflets, newsletters were removed (for infection control purposes). PPG members also suggested that putting across the message that patients would continue to see their GP/Nurse was also important with the emphasis that despite Dr Sharma and a Walk-in Centre being present at the MCH site, the Practice was not merging. Michelle informed the group that she was awaiting revised plans from the Architect, specifically for display purposes (both within the Practice and on the Practice website). Michelle also suggested that the Practice would consider holding an 'open day' for patients to visit the Practice to look in more detail at the MCH plans and raise any questions with the Practice staff and GPs.
- 7. Date and time of next meeting** – tentatively arranged for 8 September at 12.30 Orchard Medical Practice (subject to sets of plans being available by the Architect).