

**Wolverhampton Road Surgery
Patient Participation Group Meeting Minutes to Discuss Patient Survey
18th December 2014**

1. Present:

Paul Meredith (PTM), Valerie D'Arcy (VDa), Hilary Tilstone, John Eaves, Sonia Nicholls, Rita Marsden, Michael Creek (MC),

2. Apologies: Janet Jones, Colin Jones, Nigel Cooper, John Woodward, James Durkin

Apologies were received and accepted from the above group members

Minutes of the last meeting were agreed as accurate.

3. Matters Arising:

3.1 Carparking. Please see attached carparking audit report. The practice would like to thank the PPG members for their hard work and commitment in undertaking this audit and producing such a good report.

Following discussions with the House Manager at Drakeford Court, and as a gesture of goodwill to the practice, an additional parking space has been gained for the Business Manager to relieve some of the parking pressures.

3.2 Friend and Family test. This was now live and on the practice web site for all patients to complete and also in the practice waiting area by the BP machine and scales.

3.3 Practice Changes:

Dr Emmanuel will be leaving the practice at the end of January, and a new ENT specialist Doctor will be undertaking Saturday morning clinics every other week.

3.4 Extended Hours: The practice has proposed that extended hours appointments will be offered during the following times;

Monday from 6.30pm to 7.45pm (Doctor and Nurse Appointments)

Friday from 7.30am to 8.00am (Doctor and Nurse Appointments)

Alternate Saturdays from 8.30am to 12.30pm (Doctor only)

This proposal was debated and it was agreed that this change would be beneficial to patients, particularly those that struggle to make the surgery during normal opening hours due to work commitments or family/carer issues.

3.5 Stafford and Surrounds District Wide PPG. MC gave the Group an full account of the recent meetings and actions from the meeting

AOB:

New Members: John Eaves agreed to come in to the practice during baby clinic to try to canvass additional new members from a different age group.

The practice wished all of the group a very Merry Christmas and thanked them for their continued support.

Date of next meeting: Wednesday 26th March 2015

Car Park Monitoring

Usage of the car park was monitored on 3 occasions for approximately 1 hour each session. During that period we obtained information from 90 drivers. 46 were attending pre booked appointments; 30 collecting prescriptions/making appointments; 6 delivery/maintenance and 8 visiting Drakeford Court. Our findings are as follows:-

1. If anybody had difficulty parking they were advised of other parking areas such as on The Island which has 1 and 2 hour parking. Some did move but generally this alternative parking was not known to many. It would be sensible to advertise this for use by more able bodied patients leaving the car park spaces for use by disabled and mothers with children.
2. Visitors to Drakeford Court were advised of the separation of car parks and did move their vehicles on request This included visitors, carers and contractors. A large vehicle delivered a 3 piece suite to a flat in Drakeford Court which caused considerable congestion and inconvenience to all others using the car park for 40 plus minutes during unloading. A carpet fitters van was parked for well over an hour taking one of the surgery spaces.
3. There was a number of chemists vehicles visiting (at one time on the 11th Dec there were 3 at the same time all parking outside designated bays blocking others in or preventing access to free bays.
4. We queried parking in the 2 disabled spaces nearest the entrance by drivers other than visiting the surgery. Paul to confirm that these spaces are allocated on the lease for surgery patients. If so needs to be marked accordingly. Also some cars were not displaying blue badges and 1 registered in Derbyshire presumably visiting Drakeford Court.
5. On one day 3 vehicles came into the car park and did not park driving through despite empty spaces. They may have seen us with clip boards and moved on.

Suggested issues for discussion.

A. If the car park was only used by staff and patients, on the majority of occasions there would not be a problem, particularly if staff who are in all day double parked at the top end near the residential car park.

B. The warden of Drakeford Court needs to remind/advise all existing residents and new ones as they move in, of the car parking area allocated to them and ask them to inform carers, visitors and contractors of the need to park in the residential car park or elsewhere. We are not aware of the frequency of delivery vehicles to Drakeford Court and the delivery mentioned at 2 above may be an isolated case. If frequent then should consider Saturday delivery requests

C. If possible consider giving chemists a time slot each day to collect prescriptions when the surgery is least busy.

D. There was positive feedback from some patients on the monitoring being undertaken and it may be this should be ongoing, possible 1 session per month.

E. To further promulgate the availability of Surgery services online so offsetting the number of patients calling in for prescriptions etc.

F. To look at ways of keeping delays to patients waiting for appointments to a minimum so keeping 'the flow' moving.

G. Ensuring that all 'surgeries' are shared out (so far as is possible) throughout each day/time to offset the pressures on the car parking spaces.

With the exception of 5 above, generally our findings did not reveal the abuse of the car park in the manner some imagined i.e. users going off shopping in town, parking for the railway station. The greatest problem centred on the abuse of the WRS spaces by 'visitors' to Drakeford Court and, without strong support from the warden will continue.

With the number of patients and the size of the car park no solution is ideal other than restricting use to staff, mothers with small children and disabled. This would be detrimental to the good name of WRS and may not be possible in accordance with the lease or indeed desirable.

John Eaves

Nigel Cooper

14th December 2014