



# Luson Surgery

## Patient Participation Group

Meeting Notes Wed 18<sup>th</sup> May 2016 - 12.00pm

### **Attendees:**

Michael Clarke, Glyn Meredith, Martin Ellacott

### **Apologies:**

Mrs Jenny Roncaglia

Topic from the last meeting for discussion

### **CQC Inspection – Patient Leaflets**

- Whilst at the surgery the inspector commented on the large number of leaflets and information available in the waiting room. He suggested that a project for the PPG might be to try and organise these into a more structured presentation, to assist patients finding a particular leaflet.
- Discussions were extended to cover all aspects of patient information

### **Current Position**

#### Notice Boards

- 2 in the hallway. One for statutory notices, and a new one for local notices and events just outside reception.
- In the waiting room, there are 2 notice boards with a combination of statutory information and health promotion posters.

#### Leaflets

- There is a leaflet display opposite the reception desk, which is maintained by NHS Health Promotion.
- In the waiting room there are various leaflet displays.

#### Website

- The practice website provides information about the practice services, and provides links to patient information sites, which provide copies of leaflets and information sheets.

### **Discussion**

#### Notice Boards

- New notice board for local events was welcomed
- Feeling that there was sometimes too much information
- Statutory information and health promotion posters tend to be behind the entrance door, which local support groups on the board facing the door

## Leaflets

- Agreed leaflets could be categorised better
- Child and women's health items to be near the toy cupboard
- Suggested that we divide up leaflets into related areas
- Some leaflets to be placed in holders next to related posters, where possible

## Website

- Need to try and avoid leading people to self-diagnose
- Website already guides patients to appropriate sites, perhaps guidance also needs to be available in the waiting room

## Information Screen

- Some hospitals and surgeries have silent Health Promotion Information Screens in their waiting areas
- Often these have local advertising, but this was not seen as a problem
- Messages could be fine-tuned to the possible audience, i.e. specific chronic disease and mother & baby clinics

## Proposals

1. Notice boards to remain segregated as recently introduced
2. Leaflets in waiting room to be restructured and separated into
  - a. Children
  - b. Women's Health
  - c. Health & Lifestyle Advice
  - d. Social Assistance
  - e. Disease or Illness Specific Information - alphabetically
  - f. Carer Support
  - g. Local Support Groups
  - h. NHS Services
3. Where leaflets relate to a poster they should be in a dispenser next to the poster
4. A poster to be displayed in the waiting room pointing out the leaflet areas
5. A poster to be displayed in waiting room pointing out suitable on-line information
6. ME to investigate the availability of a Health Promotion Information screen for the waiting room

Date for next meeting was not agreed, but is suggested as 14<sup>th</sup> September 2016 at 6.00pm, by which time the latest national patient survey results will be available.

The meeting closed at 1.00pm

18<sup>th</sup> May 2016  
Martin Ellacott  
[martin.ellacott@lusion.nhs.uk](mailto:martin.ellacott@lusion.nhs.uk)