

**Minutes of Patient Participation Group Meeting
Held on Thursday 12th November at 6.30 pm
Avenue House Surgery, 109 Saltergate, Chesterfield**

Present: Bill Richards, Ruth Watts, Julie Boulton, Laura Gummer, Michael Crossley, John Ross, Alan Plater

Apologies: Carmen Villegas-Galvez, Rita King, Morton Joynes, Bob Mennell, Derek Ashmore, Alan Kirk, Clive Archer, Dr I Anderson

1. Minutes of Previous Meeting

The accuracy of the previous minutes was confirmed.

2. Matters Arising

- a) With regard to the Derbyshire Community Health Services a representative has been invited and will attend the meeting on 14th January 2016.
- b) The situation regarding wheelchair access via the main entrance threshold has been investigated and there is a slight difficulty for certain users. The situation will be kept under observation.
- c) The comment passed by a patient regarding the availability of leaflets for eating disorders and other mental health problems has been investigated by Julie and 12 types of mental health leaflets have been displayed in the waiting area. All leaflets have now been taken and Julie will arrange for replacements.

3. Chesterfield Locality PPG Meeting Feedback

- a) Michael had attended and reported that he had been given a dementia friend presentation with all local PPG's represented. Role play was initiated following the presentation which resulted in various perceptions. Michael had found the exercise very enlightening and worthwhile.

Dementia Friends is an Alzheimer's Society initiative to develop dementia friendly general practices enabling primary care to meet the needs of people with dementia and their carers.

4. Integrated Care Group

It was agreed that this item would be carried over to the next meeting.

5. Integrated Care – Involvement & Supporting Family and Patients.

It was agreed that this item would be carried over to the next meeting.

6. Practice Updates/Patient Praises and Grumbles

The 3 current registrars will leave the practice by 1st December 2015. There will be 2 female replacements, Dr Wilson and Dr Backhouse.

With regard to the influx of ex Holywell practice patients, funding is available to provide more GP and Nurse Practitioner hours together with a fulltime addition to the administrative department.

With regard to Praises and Grumbles Laura reported the following:

Avenue House Praises:

- a) A patient commented that they “liked the check in system”
- b) A patient commented that they were “very happy with the work at the surgery, fabulous and so good 5 out of 5 – perfect”
- c) A patient commented “You are all doing excellent work and wish the government supported you more”.
- d) A patient commented “lovely calm reception staff, thank you”.
- e) A patient had commented that they would truly like to thank the receptionist who dealt with them late morning/afternoon on 7th October. They received a phone call from Dr Flann who was also superb. This made a very traumatising time much easier and sent their thanks.
- f) A patient had written the following “I wanted to say thank you once again for the excellent care I’ve recently received from all. Just over a month ago I found a lump in my breast. I saw Dr Cook who straight away got in touch with the hospital, 4 days later I had a letter with a date from Mr Holt for an examination. I was very impressed with everything and the consultant said it is treatable. I am now taking the tablets he put me on and I couldn’t have had better care”.
- g) A patient had said “Dr Lohor is fantastic as ever. Appointments are available around work at convenient times and no problem getting a suitable time. I feel very fortunate to have a great doctor’s surgery, thank you”.
- h) Heather passed on comments from a new patient saying they cannot praise the staff from doctors, nurses and admin enough for the care she has received in the short while she has been registered with the practice. She wished she had changed practice years ago, and was a little apprehensive at first but the surgery had made her feel very welcome.

Avenue House Grumbles:

- a) A patient had commented “Get a lock on toilet door”. There is a lock on the door, however when this was checked it required a little maintenance.
- b) A patient had commented “The car park is a joke. You should open the sexual health clinic car park to make more room. People like myself can’t afford to pay £2.60 every time doctor’s car park is full. I come to the doctors for weekly check-ups as I am pregnant. Car parking spaces needs looking into please”. The surgery is aware that parking is a problem, alternatives/additions are unfortunately not available.
- c) A patient had commented “Too slow”. This cannot be investigated as the problem is not explained fully.
- d) A patient had written the following: “I have been very disappointed with my visit today. My appointment was at 5.50pm and still not seen at 6.45pm. I made an appointment so I did not have to wait. Should have used the Emergency Appointment instead”. Sometimes appointments do overrun due to the complexities of patient’s needs. The surgery do try to keep patients informed of delays. If an Emergency Appointment is required then the patient is seen “in turn” and could result in lengthy waits.
- e) A patient had commented “Doctors, could we have return phone calls when required. I don’t ask until desperate”. Doctors do return calls as and when they can, very rarely there can be a problem if the request is not processed correctly or correct telephone numbers are not available.
- f) A patient had commented “Waiting almost 25 minutes for our appointment, very hard with 2 toddlers with the playhouse gone it’s very difficult to keep them entertained”. Sometimes appointments overrun due to patient’s complex needs. The playhouse had been damaged and removed for safety reasons. Julie had purchased “washable” books for the children’s area, unfortunately they have all been stolen.

St Philips Drive, Hasland Surgery Praises & Grumbles:

- a) A patient had written "I have a poorly eye today". The surgery is unable to reply to this comment.
- b) A patient had commented "Have more in waiting room". The surgery is unsure of the grumble and no contact details were available.
- c) A patient commented "Re-vamp your toilets, look grotty and old". This will be investigated.

7. Friends and Family Questionnaire at St Philips Drive, Hasland Surgery

In his absence Bob Mennell had submitted the following report/results: 1st October 2015

Over a period of one hour and thirty minutes, 29 forms were completed, 89% of the completed forms were in the category Extremely Likely and Likely section with the largest number in the Extremely Likely section. Bob was asked several times to complete the form as some patients had forgotten their glasses. There appears to be a definite split relating to the ease of getting appointments, with some patients stating that you can always get an appointment whereas others state that they had to wait up to 2 weeks. Bob had also had a conversation with one patient who didn't want the surgery to take on more patients as getting an appointment would be even more difficult. There was only one comment relating to prescriptions online and the patient had said that it was a great service.

Results:

| | |
|----------------------------|----|
| Extremely Likely | 21 |
| Likely | 5 |
| Neither Likely or Unlikely | 2 |
| Unlikely | 0 |
| Don't Know | 1 |

Friends and Family Questionnaire at Avenue House Surgery – 22nd October 2015

The following results were compiled after the meeting:

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

| | |
|----------------------------|----|
| Extremely Likely | 34 |
| Likely | 16 |
| Neither Likely or Unlikely | 2 |
| Unlikely | 1 |
| Extremely Unlikely | 0 |
| Don't Know | 0 |

Those who would recommend the practice to family and friends represent 94.3% of respondents (88.4% June 2015, 86.5% April 2015 and 96% March 2015)

The only Unlikely return gave no reason or comment for their decision. The 2 Neither Likely or Unlikely generally praised the practice with one complaining about parking and the other about evening appointments. The remaining 50 praised clinical and admin staff for their friendliness, helpfulness and quality of service. Everyone at the practice should be congratulated for their excellent efforts, which is clearly indicated in the above.

Many thanks to Clive, Laura and PPG members who organised and attended the event.

8. Dementia Friendly Practice

Dr Anderson had carried out a presentation/training session regarding dementia. He had reported 1 in 14, 65 year olds and over will have dementia with the addition of many under 65 year olds. He had explained that the condition is perceived differently by different individuals. Persons who had dementia have memory loss and if involved in a sequence of events many miss an action, i.e. making a cup of tea, they may miss putting in a spoonful of sugar etc.

They may also have recollection of past events/equipment, i.e. place the electric kettle on a cooker hob. Dementia sufferers will also retain their emotions from past events which have affected them during their life. Carers of dementia sufferers can get frustrated as events they do can result in individuals not remembering the actual event, however they can remember the carer doing something to help them which made them happy.

Laura reported the presentation was excellent and all who had attended were thankful and appreciative of Dr Anderson's presentation.

Laura also reported the Practice Manager Janette, is keen for the practice to become a dementia friendly practice.

9. Any Other Business

There was no further business.

Date of Next Meeting is Thursday 14th January 2016 at 4.30 pm at Avenue House Surgery.

PLEASE NOTE THE CHANGE TO 4.30PM START FOR THE NEXT MEETING.