

Minutes of Patient Participation Group Meeting Thursday 8th November 2012 @18.30, Avenue House Surgery, 109 Saltergate, Chesterfield

Present

Ian Anderson, Janette Moran, Bill Richards, Clive Archer, Brian Friday, John Ross, Alexis Diouf

Apologies

Derek Ashmore

Minutes

The minutes from the previous meeting were reviewed. The date was incorrect but the remaining minutes were agreed as a true record.

Matters Arising

-On-line booking. Alexis noted that if a patient forgets their password to log into their on-line account they cannot request a new one electronically and must contact the surgery to ask for a new code. Janette confirmed that this was the case but the practice was unable to re-design the system as it was part of the clinical software system.

- Hearing Aids. Janette reported that the hearing aid batteries were now available to collect from the surgery and she was under the impression that the system was working well.

Dr Anderson

Dr Anderson informed the group that he planned to retire next March 2013. The group felt it was important that patients were kept fully informed. The practice did have a plan for a specific patient newsletter but had not managed to implement this yet.

Chairperson's Report and meeting Frequency

The chair was absent for the meeting so a report was not available. Dr Anderson asked if anyone would be prepared to take the role of 'acting chair'. There were no volunteers. Janette asked how the group felt about recruiting a few more members. All agreed this would be acceptable.

Progress of the Group

Janette will explore the possibility of Sue Pogson attending the next PPG meeting. Sue is the Locality Manger for Patient Participation.

Feedback from Stakeholders Forum

Clive reported that there had been two stakeholder meetings, the content had largely been focussed upon the forthcoming political reforms and how issues were progressing. Clive has Powerpoint slides which he will circulate.

There was now also a Locality PPG for which Clive and Michael were the designated representatives for Avenue House. A third 'stand-by' rep was requested and Brian volunteered for this. The locality PPG had adopted terms of reference including the agreement for one practice one vote. The Locality Action Plan had been outlined including changes to the way patients in care homes are looked after, expansion of 24 hour ambulatory blood pressure measurement in primary care, focus on ear care, treatment of patients with COPD (chronic obstructive pulmonary disease) and inappropriate use of A&E.

The locality group would be discussing A&E attendance at the next meeting and Clive would be grateful for any information the practice could give.

There were apparently plans to transfer patients who needed treatment in a major trauma centre to Nottingham hospitals as opposed to Sheffield. The group discussed the apparent inequity of some specialist skills within different regions.

Group Identity

The group agreed they needed to raise their profile and increase awareness amongst the practice population. Brian had prepared a letterhead and would like to amend the display in the waiting area. He also felt a group photograph would be a good idea. All agreed. Brian will take this forward.

The group would like to be able to receive patient comments via the PPG section of the practice website. Janette will look at this.

Patient Journey/ Patient Pathway

Janette explained the work that the practice had done so far as part of the Productive General Practice programme. Patient involvement and feedback played a large part in the programme.

Janette asked for feedback from the group (good and bad) relating to a typical 'journey' through the practice including telephone contact, checking in, seeing the doctor etc. The group will feed back their thoughts.

Questionnaire

The group had all been sent copies of this year's questionnaire. It was felt that largely the results were good. The area with the least favourable results related to waiting times in the surgery. The practice had already introduced some measures to help this.

Praise and Grumbles

Janette read out the informal comments received via the comments box since the last PPG meeting. They were all positive apart from one comment regarding the tannoy system. The group agreed that the tannoy arrangements were not ideal and there was always the worry that the patient would miss their name being called. The group requested that as a minimum the GP should call the patients name twice. Dr Anderson agreed this was a good idea. Janette had already booked an appointment with a company to discuss the logistics and costs of installing a digital display screen—this should provide a good solution and also give the practice scope to advertise forthcoming clinics, patient messages etc. The cost may be prohibitive but Janette will keep the group informed. The group would like feedback to patients regarding what has been done as a result of some of the comments and suggestions.

Updates from the Practice

Grant monies from the PCT had been secured to install a new front reception desk (DDA compliance) and also electric automatic front doors. Further monies had been requested for items including some new windows and improvements to the heating system---awaiting decision on this.

From April 2013 all GP practices must register with the Care Quality Commission and comply with certain standards. The practice must submit whether it deems itself compliant within the given areas by December 2012, for any areas of non-compliance and action plan must be agreed.

AOB

Newsletter – Bernadette was finalising a patient newsletter and if the group required a paragraph to raise awareness then please contact Bernadette as soon as possible. Brian will provide this by Monday 12th Nov.

NAPP - John circulated some information from the National Association of Patient Participation.

DNAs – The group requested that the display regarding ‘did not attend’ should show a comparison with the previous months to see if there are any improvements. Bernadette to look at this.

Next Meeting

Next Meeting agreed for Thursday 10th January 2013. Thereafter, the second Thursday of the month on alternate months. Agreed to prepare the dates for a full year and circulate the list.