

Draft minutes of Patient Participation Group (PPG) 18th May 2015

Attendees:- Mr and Mrs Peacock(NP/RP), Mr Majid(AM), Miss Majid(RM), Mr Leary(CL), Mrs Morris(CM), Mrs Butcher(LB) and Mrs Black(MB)

1. Apologies: - Mr and Mrs Montague, Mr Black

2. Minutes of the last meeting: - These were agreed as a correct record.

3. Matters Arising/Actions from last meeting:-

a. CL, CM, LB, MB had met to agree what the Practice wanted in a refurbishment of the surgery premises and these ideas had been combined with those from patient surveys of previous years to produce a document and plan for consideration with Mr Perry from NHS England (Property Services) at a meeting to be held on 19th May. The Group agreed it was an accurate representation of what was needed to bring the building up to an acceptable standard. Concern was expressed that remedial action needed to be taken as soon as possible especially in light of the forthcoming Quality Inspection. CL/CM/LB/MB

b. CM had copies of the revised appointment slips which encouraged patients to consider joining the PPG. It was agreed that they were excellent and CM/LB confirmed that they would be used for the next few weeks to see if they elicited any response. The Group asked CM to thank Stephanie for the work she had done in preparing them. CM

c. The PPG was still concerned that it was extremely difficult to book a doctor's appointment in advance through the online booking system--- an attempt to do so recently showed only 2 available appointments within the period of a week. **(Colin is this what you said?)** LB/CM will consider whether more appointments can be released for booking online. CM/LB

The Practice is still having problems recruiting a replacement nurse although they continue to try. In the short term Andrea has returned for 1 day a week to provide cover for the diabetic service.

d. The Group further discussed the money available to the Practice as a result of the establishment of a PPG. It was agreed unanimously that the practice supported the PPG where needed so this money should be absorbed into the general budget used to provide patient services rather than ear marked solely for PPG activities.

e. LB had not yet had opportunity to put the PPG minutes on the website although she had now found how to do so. The Group acknowledged that she was extremely busy and accepted that she would take action on this issue as soon as she was able to do so. LB

4. Practice Issues raised by staff:-

There were no issues which the Practice wished to raise that were not already on the agenda but it was agreed to keep this item on future agendas.

5. Use of surgery website/online information about PPG activities:-

AM had spent a considerable amount of time since the last meeting exploring both our own website and those of other practices.

--Although the homepage for our website is good there are few links to other areas of the site that would be useful ---such as PPG activities, how to contact people, statements of what we do etc.. Once you go to System on Line it is not possible to get back to the website page without starting from scratch again and that is rather off putting for people. Personal details cannot be amended on the website main page but it is possible to do this through System on Line and this seems inconsistent. If there was a secure log in link to a PPG page it could be used for any future virtual group activities. We could have joining instructions with on line registration forms and access to PPG information. It would also be useful to have an area where the latest news of what is happening at the surgery could be viewed. There was some discussion about other things that could be identified within or linked to our website.

--AM had collected details from the majority of practice websites in the area and explained to the meeting the aspects of some of these sites that might be usefully incorporated into our own site if possible. These documents were circulated to members for consideration. One practice website in particular stood out as being very interesting and “patient friendly”.

--After much discussion it was agreed that LB/CM would identify the costs associated with our own website and costs associated with possible changes to our system. They would also establish what the likely cost would be if we wanted to change to a system in line with that identified as “good” by AM during his investigations.

-LB and AM would try to meet before the next PPG to discuss the issues in more detail and hopefully bring some recommendations to the PPG about the way forward. MB advised that RB had expressed an interest in helping with this work if needed.

-The group acknowledged how much time AM had spent to gather all the information presented and thanked him for the work.

6. Progress with Prime Minister’s Challenge Bid:-

Some practices have already started to alter their working practices in line with those proposed in the PM’s Challenge Bid .These changes to a triage booking service; telephone consultations etc. are causing a few problems initially. The GP “hubs” have not yet all been agreed. There was discussion about what changes to practice might happen within our surgery and the limitations of implementing some of the proposals because of the size of the practice.

7. Recruitment to the PPG:-

MB had contacted 2 previous members of the PPG by email to see if they were happy to become virtual members as they could no longer attend meetings. She had also contacted a new person who had expressed an interest in joining the Group. No responses had been received. MB also indicated that she and LB had discovered a list of patients who might be interested in joining the PPG when they

had been searching for information about the surgery refurbishment. There was no indication about whether these patients had ever been contacted. It was decided to delay contacting these patients at present as there were more urgent matters that had to be addressed first and not enough time to take on everything at once. The issue of membership will be kept under review.

8. Any Other Business:-

a. The Care Quality Commission (CQC) have issued notices for display about the forthcoming inspection of the Practice. LB confirmed that the notices would be put up in the surgery once the date of the inspections was known. MB advised the Group that she would meet with the CQC during their visit on behalf of the PPG but requested that, if the visit was arranged during her absence, another representative tried to be present. LB confirmed that she would advise all PPG members when the date of the visit was confirmed and members agreed that they would try to meet with the inspection team if needed. LB/All b. There was to be a PPG Awareness Week at the beginning of June but, after discussion, it was agreed that the Group would not participate at this time. It was felt that an awareness raising activity would be more useful to this practice if conducted in the autumn when the website had been reviewed and the refurbishment works for the surgery identified.

c. MB advised that due to her holiday arrangements she would be unable to attend the Patient Forum in June and asked if anyone could attend in her place but no members were available to do so. In view of her absence it was decided not to hold a PPG meeting in June. CL agreed that he would try to attend any meetings about the surgery refurbishment that were arranged in early June and LB/CM would ensure he was made aware of such arrangements.

CL/CM/LB

9. Date Of Next Meeting:-

20th July 2015 at 6pm