

MINUTES OF PATIENT GROUP MEETING
HELD ON WEDNESDAY 22 MARCH 2017

PRESENT Nigel Hallam (Chair) Park Surgery
Jane Wharton - (Practice Manager) Park Surgery
Mandy Hallam – (Practice Administrator) Park Surgery
John Flinders
Richard Davey
Gail Davey
Mary Shaw
Barry Wood
Mary Vukajlovic
Viv Palfreyman

APOLOGIES Rosita Dowdall –
Dr Adam Tooley
Victor Hall
Lesley Hall
Pauline Briggs

Welcome and introductions – Jane introduced Mandy Hallam to the Group. She explained that Mandy has worked at the Practice for many years as receptionist and CVD risk assessor and has recently been promoted to Practice Administrator. She will be working to assist Jane with admin work and is the ‘go to person’ for any general problems, computer issues etc.

Other members present introduced themselves.

Action – Nigel will update his records with Mandy’s email address as she will attend future meetings and deal with some of the admin work required (replacing Ros).

Minutes of the Meeting held on Wednesday 18 January 2017

- a) Joint PPG meeting – no actions. Accepted as a true and accurate record.
- b) Park Surgery meeting – Accepted as a true and accurate record.

Matters arising from the Park Surgery minutes

Patient information screen – Jane reported that the screen is working consistently now. Members of the group who had recently attended the surgery were impressed by it. Jane explained that the information shown does change automatically periodically, but we can also put our own information on. Mandy reported that there is information available that can be uploaded, such as health promotion, drink awareness, etc. Suggestions around publicity for the patient group were raised. We can promote the group and future meetings.

Action – Nigel will put something together to publicise the Group that can be shown on the screen.

Survey Action Plan – A full practice meeting was held at the end of January for GPs and reception staff to discuss the appointment system in detail and make any amendments required.

The issue around staffing at 8 am has been resolved with an additional member of staff answering the telephones. This is working well and Jane felt that patients were not waiting so long on the

telephone. There is now a separate issue in that the afternoons are getting busier. It seems that now that we offer telephone triage all day it is becoming busier. We may have to address this, but the patient group commented that there is only so much that we can do and we can never please everyone all of the time.

Jane confirmed that we now had a second doctor triaging appointments on Mondays and after bank holidays. This seems to work well, but we have to be mindful that we also need a suitable amount of appointments for patients who do need to be seen and it can be difficult to get the balance right.

We have now employed a new receptionist who will be increasing her hours in April. This will enable us to have a backup receptionist available at all times.

Discussion took place around the appointment system. Issues around patients coming into the surgery at 8 am to book a same day appointment to get around the new system were discussed. Patients who have not given enough notice for their prescriptions and then requesting a triage appointment to get a same day prescription are also an issue. Members felt that patient education is required and this is something that could be put on the screen in reception.

Mandy spoke about Pharmacy First. Patients are able to attend pharmacies for treatment for minor ailments, such as conjunctivitis, hay fever, etc. If they do not pay for prescriptions they are not charged. If they do pay prescription fees and treatment is cheaper over the counter they will be charged the lower amount.

Action – Jane and Mandy will put something together around useful appointment information and also promoting Pharmacy First.

Self-assessment – Nigel and Jane were asked by the CCG to complete a self-assessment relating to the Patient Group on what we do and why we do it. This was quite comprehensive and time consuming and it seems that some groups were reluctant to take part initially (further instruction came out as a result). The purpose given was to assist the CCG in devising training programmes for Patient Groups. Nigel chased Claire Haynes for feedback and she said that this would be provided in advance of our meeting, but he is still waiting.

Action – Nigel will circulate any electronic correspondence via email. He will also invite the CCG to a future meeting.

To elect a Chair and Vice/Deputy Chair until 31st March 2018

Nigel had said that he would no longer be Chair from March onwards. However, he would be willing to carry on for another year providing that he does not have to do all of the survey work due to time constraints because of his other commitments. The Group unanimously agreed.

Mary Vukajlovic agreed to continue as Vice Chair and the work around the patient survey that Nigel can no longer support will be passed her. She will co-ordinate the survey in future. All of the patient group were in favour.

Nigel thanked the group for their votes of confidence.

Review and approve the Park Surgery PPG Terms of Reference/Constitution

Nigel explained that the CQC require these documents and they should be reviewed annually. Barry pointed out that there is a discrepancy between the documents. The constitution states that '4

members shall form a quorum at meetings of the Group of which at least 3 will be patients, whereas the terms of reference state that 'at group meetings a quorum will consist of 4 members'.

Action – Nigel will make the necessary amendment.

Discuss future Work Plan for PPG during 2017/18

Jane confirmed that the Practice would definitely like a further Patient Group survey to be carried out. Last year's survey was brought forward at the request of the Practice to obtain patient feedback after changes to the appointment system, but they are usually carried out in January. The end of January was suggested and agreed. We need to ensure that it is a week with no closures. Barry and John will review the survey questions beforehand to ensure that they are appropriate and that we obtain useful results (without too many comments and free text).

Action – Jane will speak to GPs get back to Nigel with a proposal and topics suggested.

Nigel asked Jane if the Practice had any future events planned in the surgery. She confirmed that we would like to hold an event for Carers. She had been in touch with Derbyshire Carers Association who had agreed to come along, but was having difficulty in finding a contact from the Carers Federation. Mary V stated that she has some contacts. She will get back to Jane with further information.

Mandy spoke about the Learning Disabilities initiative which patients can sign up to. They are given a pack in easy reading format and asked to attend the Practice on a monthly basis to check their weight and discuss any lifestyle issues. Our Healthcare Assistant will see the patients to offer support and we currently have several interested patients.

Discussion took place around a Wellbeing Event arranged by the Council and held at the Leisure Centre on the 21st which Mary V had attended. The group were surprised that the Practice were not aware of this. It was wondered whether the CCG were also involved. Mary said that she would keep Jane informed of any future events that she becomes aware of.

Nigel spoke about work done in other Patient Groups, such as book sales, cake stalls, Macmillan coffee events, etc. The surgery did run a cake stall for Macmillan at one of the Saturday flu clinics that had gone well. Gail offered her support as a good baker for future events!

Post meeting – Viv also offered her skills in cake baking!

Nigel feels that although we are bigger than most groups we do need more members. Discussion took place around younger members and suggestions in getting students from Heanor Gate School who are interested in medicine attending meetings or becoming involved in projects. Viv suggested that sixth formers would be most relevant, but would require some vetting. She would be happy to talk to the Headmaster about this.

We need to be careful not to encroach on other Groups and it may be helpful to get all of the Heanor Patient Groups involved in events in Heanor/Langley Mill. We could liaise with the other Practices about this at the next group meeting.

Action – Add as an Agenda item at next joint meeting.

Action – Nigel and Viv to discuss Heanor Gate School involvement.

Action – Jane will let the Patient Group know of any future events and flu clinics so that they are able to be involved.

Items from members

Viv commented on the notice board and how better it looks now that it has been decluttered.

Further discussion took place around the patient call in screen. We currently do not use sound on it as many patient names are not very clear. The patient group agreed that this is best. Mandy reported that patients who have visual impairment are called in via the tannoy (doctors are alerted to this). Jane stressed that we can still use the tannoy. GPs are aware that patients are waiting so if they do not go to their room they will use the tannoy to call them. We have not any complaints about the lack of television and members felt that the information shown on the screen is useful. John commented that the waiting room is not as busy as it used to be, presumably because of more triage appointments.

Items from Practice Manager

Jane reported that we will be having a waiting room BP monitor for patients to use in the near future. Gail offered support in encouraging patients to use this when it arrives.

Jane spoke about a comment received from Healthwatch in which a patient had reported that the self-check-in has not worked for several months. This is not the case. It is rarely out of order and members confirmed this.

Items from Dr Tooley

None

DATE AND TIME OF NEXT MEETING

Wednesday 26 July 2017 – Joint Meeting with other Heanor Patient Groups.