

## **Meeting of Patient Participation Group 20 April 2011**

Dr. Spencer welcomed everyone to the meeting, including representatives from other PPGs, Liz Ward from NHS Institute and Pam Perdue from the PCT.

There were no matters arising from the minutes of the previous meeting.

A new member of staff, Julie, has been appointed to work in the dispensary and on reception.

Dr. Spencer introduced Liz Ward who is a leader of the Productive Practice project being run by the NHS Institute.

Liz told the meeting that she had a nursing background, having worked previously at Barnsley Hospital, but that her expertise was now in improving safety, productivity and patient experience by working together with various health professionals. As the PPG was aware, Bolsover is one of 7 pilot projects currently being run throughout the country. Productive General Practice aims to get patients involved in improving various areas of General Practice and locally is collecting data to find out what Bolsover wants to improve.

Welbeck Road Practice has 10,300 patients and the areas identified for improvement include productivity, A&E referrals, appointments system, non-attendees, overall efficiency and effectiveness. Self-care and health education programmes will help to manage chronic diseases.

The importance of maintaining a good experience for patients and staff when making changes to the operation of the practice was stressed. To this end, patients would be fully involved in the improvements and experience would be monitored to understand what they value and what they would like to change.

Rosemary said that, for example, patients could be sent a text message one day ahead of their appointment as a reminder, and it was hoped that this would cut the number of non-attendees considerably. If people were still persistently failing to attend their appointments, there could be patient interviews to find out why this was happening.

Another proposal was to re-launch the Newsletter to keep patients fully informed of changes as they were implemented.

Liz was working with staff to put together a plan of action involving the PPG, aiming to involve patients in the redesign of the system and also as a resource for informing other people who did not attend PPG meetings.

Liz said that the NHS Institute was due to be abolished in April 2012 as part of the government's reduction in the number of quangos, but it was hoped that it would continue in some non-government funded form.

Dr. Cook pointed out that Bolsover was the first site nationally to go through the whole programme.

Dr. Spencer thanked Liz for her presentation and introduced Pam Perdue from the PCT.

Pam said that the Primary Care Trust aimed to ensure that patients have a voice in the evaluation and improvement of services. They could also provide practical help – for example provision of notice boards.

It was noted that Bolsover & District Old People's Forum have 4 open meetings a year and people could be asked then to pass on information as required.

Rosemary said that there was a pilot project under way to target young people in the area to try and get them to become involved.

Once a plan of action had been agreed, it might be useful to hold an extra meeting of the PPG – if so, members will be notified.

Dates agreed for future meetings are: 20<sup>th</sup> July, 19<sup>th</sup> October and 18<sup>th</sup> January 2012.