

Patient Participation Group Meeting Wednesday 18th September 2013

Present:

Dr Alla - Chairman:

Dr Nissenbaum, Dr Flinders, Dr Bentley, Rosemary Adams – Practice Manager

Attendees; As per list?

Apologies: Mr Saxton, Mrs Rodger

Notes and Actions from the last Meeting 17th April 2012

Regrettably no notes were available, but the consensus was there were no outstanding actions from the previous meeting.

Surgery News

The singing group for the over 60's lead by Suzanne Hallworth-Manley is going well. Although only a small group, those attending were enjoying the meetings. Meetings suspended due to nights getting darker earlier. New members will be made welcome - check with reception to find out when the sessions will resume.

Dr Alla informed the meeting that a New Community Matron has now been appointed, starting date not yet known. Her name is Dawn Brookes.

He also informed the meeting that an additional GP was due to join the practice in April 2014. This will be Dr Rafferty-Kirk who has previously worked at Welbeck Road as a GP registrar and a locum and she will be working approximately 7 sessions per week.

Introduction of "on line access" for patients - increased security for ordering repeat prescriptions. This change will mean that Patients will no longer need to input medications manually onto the Repeat Prescription Form. Instead the repeat medications will be pushed to the request form automatically from Patient Records, avoiding errors with drug names and strengths.

Patients will also be able to make their own appointments on line.

For Security, the changes will require Patients who want to use the online facilities to be Registered Users and have a Password. Dr Bentley told the meeting there would be an overlap between the old and new systems (for ordering medication) and information would be available regarding the changes as they become available.

Praise or Grumble Suggestion Box

It was suggested that the Practice have a suggestion box where patients can post suggestions/praise/grumbles. Leaflets "tell us what you think" are already available in the waiting room. Dr Nissenbaum commented that a similar box in the Old Surgery Building received very few entries. Rosemary Adams said she would look into organising a "suggestion box".

Additional Basket of Services

Dr Alla confirmed that the Practice did already provide all of these services. Ron Brazier informed the meeting that with the exception of a couple of single GP Practices all Practices in North Derbyshire provide these additional services.

PPG and Practice Website

Mr Sawyer said that the new website did provide better links to the Patient Participation Group, but suggested information or a link via a “pop-up similar the “Noticeboard “might increase awareness. **Agreed : Ask “Claire” to investigate.**

Membership of National Association of Patient Participation Groups

Mr Sawyer asked if the Practice would provide finance to allow the group to become a Member of the Organisation.

The Joining and 1st year Membership Fee is £60 and Annual Membership of £40.

Agreed

Dr First - Telephone Contact System

Mr Sawyer asked if the Practice had considered using the Doctor First Telephone Contact System as a means of improving the availability of appointments,

Dr Alla informed the meeting that a presentation of the system had taken place at the Practice. Those who attended had mixed feelings of how the system might benefit a large practice like theirs and how patients would react to “telephone diagnosis” and the loss of face to face consultation. Dr Alla agreed that the current appointments management model would be unsustainable going forward and the Practice was always looking for improvements. However he didn't anticipate a system like Dr First would be introduced in the near future or without consultation, as there were many difficulties which needed to be overcome, not least a Call Back System and the need for dedicated lines.

Talk by Mr John Flinders on “Future Direction of PPG Meetings

Mr Flinders read out a letter published by a GP who had just finished his first PPG Meeting and how events had affected him and his views on the PPG System

Mr Flinders is a member of The Park Surgery PPG , in a practice about 20% smaller than ours in both patient and Doctors and Nursing Staff

Their PPG Group is Patient Lead and has about 12 Regular Group Members and 45 Virtual Members.

They act on agreed protocols which are based on Cooperation between the Practice and the P.P. Group... Their meetings allow 2 way information flows between the patients and the medical practice. They are neither a forum for personal complaints nor a Doctors' Fan Club. They are successful because of the Proactive attitude of the Health Professionals, the Practice Manager and Administrative Staff and the active members of the Patient Participation Group. Mr Flinders went on to explain how their group who are mostly aged 50+ had evolved.

Posters in their Surgery, emails, word of mouth to patients were all used to recruit members. Interesting younger people has had little success despite visits to the local School's 6th Form. He then went on to explain how they had developed their own surveys and then used PPG active members to carry out one to one surveys with patients in the waiting room.

The results when examined had identified a shortage of appointments and resulted in an additional GP being employed, and identified that many patients had no idea of the range of Nursing services available at the Practice. Their next survey will be about the Practice Website. Over the past year they have also held joint meetings with Patient Participation Groups from two neighbouring Surgeries.

Following the presentation Dr Alla thanked Mr Flinders for attending and a lively debate on how our P.P.G. might develop took place.

Representing the Practice, Dr Alla said he thought that there should be more Patient involvement and a Patient Lead proactive group would better benefit both Patients and the Practice. He asked if there was any interest in moving the group in that direction, stressing there was no intention to abandon the group or force a change, but offering assistance with

Photocopying and the like if there was interest. A number of attendees said they felt happy with the Status Quo and no one came forward at the meeting.

Follow Up

The minutes will be displayed in the Surgery, on the website and emailed or posted to other members of the group and interested parties to digest. A letter regarding Patients taking ownership of the group will be circulated and the matter can then be discussed at a future meeting

Any other Business

Mr Tooth asked how the new C.C.Gs were working and asked for the Doctors views. Mr Crosier informed the group that at a recent Network PPG meeting he had attended, a Finance Officer from the North Derbyshire CCG had made a Presentation on C.C.G. Finances and suggested someone could be invited to a future meeting

There was further discussion and criticism on problems with getting appointments. Dr Alla told the group he didn't want to discuss particular personal issues and complaints at the meeting but would be happy for the Practice to respond to issues raised through the proper channels.

Dr Alla thanked everyone for attending and closed the meeting.

The meeting closed at 7.30pm and the date for the next meeting is 15th January 2014. The dates for all 2014 PPG meetings will be published shortly.

- Setting up an autonomous PPG using National Association of Patient Participation Group resources (www.napp.org.uk)
- Review results of Local Patient Survey
- Discuss and agree practice's action plan resulting from the survey
- Making the group more representative of the practice's whole population, in terms of a e range and ethnic background