

Minutes

Drs Griffin, Adey & Dancy Patient Participation Group

Wednesday 3rd September 2014
5pm at Tarporley Health Centre

1. Introductions and apologies

- Attendees: Sue Masterman, Maire Gibson, Denise Ziman, Robert Ziman, Geoff Johnson & Paul Bullen (Patients), Sam Jeffery (Practice)
- Apologies: Katherine Helm, Jim Hill, Angie Martyn & Dr. Adey

Sam apologised that we do not have a staff member attending the meeting this time due to a large agenda. It was agreed that the Medicines Manager would be invited to attend the next meeting followed by the Nurse Practitioner in the New Year.

2. Minutes of the last meeting 4th June 2014 & Matters Arising (Sam)

- Minutes agreed as an accurate record.
- Out of Hours Leaflet – Sam confirmed that the comments the PPG put forward at the last meeting had been sent onto the CCG who have in turn sent them onto Cheshire & Wirral Partnership who run the GP Out of Hours service.
- Waiting times – new patient leaflet; Sam shared the new Patient leaflet entitled 'Getting the most out of your consultation' which was put together following the PPG meeting in June. Sam explained that the new leaflet is widely available in the waiting rooms, it is on the website & patients booking appointments on line have it emailed to them with a reminder of their appointment. The leaflet has been well received by patients. It was suggested that we should get the leaflet onto the screen in the main waiting room. Sam agreed to do this.
Sam also confirmed that in order to further help with reducing waiting times in the practice the GPs have put 'catch up' slots into their surgeries and this too is having a positive effect on waiting times.
- Vanguard Practice Cluster Update – Sam informed the PPG that the four practices in the cluster (Tarporley Adey, Tarporley Campbell, Kelsall Medical Centre & Bunbury Medical Centre) have completed the task of comparing how the four practices work and sharing best practice. All staff groups have been involved with the work and it has been a positive experience for all involved. The practices now have a list of actions to work through some individually and others collectively with a view to working more efficiently. This second phase of the work is now underway and progress will be reported at the next meeting.

- Community Self Care Day 18th November 2014 – Sue gave an update on the self care day following a planning meeting held on 2nd September. Work is well underway with organising this event and many organisations are confirmed to attend. Sue requested support on the day from PPG members so please let Sam know if you can help out in any way. Sam shared a flyer for the event that PPG members can use to help promote it, Sam agreed to circulate by email following the meeting.

Action: PPG members to consider their availability to help on 18th November

3. Review of Complaints

The PPG specification suggests that PPG should review practice complaints as part of its work. Sam reported that the practice received four complaints from 1st April 2013 to 31st March 2014. Two of the complaints were upheld meaning that the practice was at fault and an error was made. All four of the complaints were in the 'general practice administration' category which means the complaints arose from administration processes rather than clinical. Sam explained that all complaints are taken very seriously by the practice. Where mistakes have been made we review the process and make changes if necessary to ensure that the mistake does not happen again. This had been the case with both of the complaints that were upheld.

The PPG commented that the number of complaints was very low compared to the number of contacts that patients make with the practice each year. The PPG are supportive of the learning approach that the practice takes towards complaints received.

4. Review of our National Patient Survey Results

The link to the National Patient Survey Results for the Practice was sent out with the agenda. Sam reminded the PPG that the National survey is compiled every six months, 250 surveys are sent out to patients in the post. 135 questionnaires were returned this time which is a 54% completion rate.

The summary of the survey is as follows:

What this practice does best:

- 96% of respondents find it easy to get through to this surgery by phone (regional average 73%)
- 77% of respondents with a preferred GP usually get to see or speak to that GP (regional average 62%)
- 89% of respondents describe their experience of making an appointment as good (regional average 74%)

What this practice could improve:

- 64% of respondents usually wait 15 minutes or less after their appointment time to be seen (regional average 68%)
- 83% of respondents say the last GP they saw or spoke to was good at explaining tests and treatments (regional average 85%)
- 86% of respondents say the last GP they saw or spoke to was good at treating them with care and concern (regional average 87%)

The PPG commended the practice on the very good results. The PPG noted that the practice is already aware of the waiting time issue and is making changes to improve this for patients with the support of the PPG.

5. Obtaining Patient Feedback for 2014/15

As discussed at the last meeting the Practice supported by the PPG is required to obtain patient feedback on an annual basis. We reflected on the survey undertaken last year which was quite lengthy and patients often didn't complete the full survey. It was agreed that this year's survey would be no longer than 2 sides of A4 and less if we could manage it.

After a general discussion it was felt that we should use the opportunity this year to link in with the work that we are doing around self care and educating patients to make best use of their consultation. These two themes were well supported and it was agreed that we would go ahead with this approach. It was also felt that there should be a comments box asking patients what they think the most important things the practice should be focusing on.

PPG members were asked to think of some questions around these two themes; promoting self care & getting the most out of your consultation and send them into Sam as soon as possible. It was agreed that we would hold an extra meeting on Tuesday 7th October at 5pm to go through the questions that have been suggested and put the questionnaire together.

Action: PPG members to suggest questions & attend an extra meeting on 7th October if they can.

6. Communicating with hard to reach groups/patients

We discussed this again and noted that the waiting room visits last year were very informative. PPG members had volunteered to do some more of these but due to circumstances they had not happened. It was agreed that if possible it would be useful for PPG members to carry out some more listening visits in the waiting room at different times of the week to target different patient groups.

It was also felt that the community self care day would be a good opportunity to meet different patient groups in a different environment outside of the practice so we should aim to make the most of this.

Action: PPG members to consider their availability to carry out some listening visits to the waiting rooms.

7. Friends and Family Test (FFT)

Sam had circulated the link to the NHS Choices website which provides patient information about the friends and family test. This test is being rolled out to GP Practices from 1st December 2014, following its success in a hospital setting. The detail on how this will work in General Practice is not available at the moment but an overview of the FFT is as follows;

Patients are to be given the opportunity to answer the Friends and Family Test after each contact with the surgery. The question to be asked is as follows:

“How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

The responses are: Extremely likely; Likely; Neither likely nor unlikely; Unlikely; Extremely unlikely; or Don't know

The practice will be required to report results on a monthly basis & these results will be available on NHS Choices. Sam agreed to provide the PPG with more information about how this will work in practice at the next meeting.

The PPG questioned how useful the FFT results will be to prospective new patients. They also noted their concern about the additional administrative workload this will place on the practice. Concern was expressed about whether it was right to distract patients with such questions when they were emerging from a consultation. It was also questioned whether this should be done after every visit, and queried whether something designed for a hospital setting was fit for purpose in a GPs practice.

8. Patient Suggestions

There have been just two suggestions made since we last met in June. The first one is around the waiting time in practice; a patient noted that they had waited 45 minutes after their appointment time to see a GP. The PPG acknowledge this comment and felt that work is well underway now by the practice to try to reduce waiting times for patients.

The second suggestion was requesting that patient information on eating disorders should be available in the waiting room. The PPG requested that the practice source a suitable leaflet for patients to access in the waiting room.

9. Any Other Business

None

Date of the next Meeting

Tuesday 4th November 2014 5pm in the Meeting Room

Please note change of day to a Tuesday

Sam Jeffery, Practice Manager, 10th September 2014