

Minutes

Drs Griffin, Adey & Dancy Patient Participation Group

Wednesday 4th June 2014
5pm at Tarporley Health Centre

1. Introductions and apologies

- Attendees: Sue Masterman, Maire Gibson, Jim Hill, Arthur Bristow, Denise Ziman, Robert Ziman, Geoff Johnson & Angie Martyn (Patients), Sam Jeffery, Linda Edge and Dr Jackie Griffin (Practice)
- Apologies: Chris Cornwell-Lee & Katherine Helm

Sam advised that two PPG members have decided to step down, Liz Haslem and John Carruthers. Sam has thanked them both for their contributions.

2. Minutes of the last meeting 19th March 2014 & Matters Arising (Sam)

- Minutes agreed as an accurate record.
- PPG Annual Report & Action Plan – Sam informed the group that the completed annual report and updated action plan was posted on the website the week following the last meeting. Sam thanked PPG members for their contributions and work they had done over the course of the last year.
- Out of Hours Leaflet – Jim shared his thoughts with the group with regard to improving the layout and content of the current out of hours leaflet. Sam explained that the leaflet is produced by Cheshire & Wirral Partnership (CWP) who are the providers of the GP Out of Hours Service. Jim agreed to share his comments electronically with the group so that further thought could be given to it outside of the meeting. Sam would then send our comments through to the CCG who have agreed to pass on our suggestions to CWP.
- Waiting times; BMA's Doctor Patient Partnership & Your GP Cares Campaign – Prior to the meeting Sam had circulated the link to the Your GP Cares Campaign and also sent out a copy of the BMA's Doctor Patient Partnership. Reducing waiting times for patients is on our action plan but the practice feels that patients need to play their part in helping the clinicians run to time or nearer to time. The PPG felt that the BMA's Doctor Patient Partnership was very useful and they would support the practice in using this to help patients prepare for their consultation. We also discussed the fact that a GP appointment is only 10 minutes long, if patients have more than one problem they can request a double appointment. It was agreed that the practice should promote the Doctor Patient Partnership through the waiting rooms, website, television screen as well as having hand outs for patients.

It was suggested that we should also include this information in the email reminders that patients who are signed up to on-line access for booking of appointments are now getting. Sam agreed to look into this and see if it is possible for us to edit the automatic response to include this.

Alongside this both the BMA and the Royal College of GPs (RCGP) are currently running campaigns to highlight to patients the pressure that General Practice is under. The practice sought support from the PPG to publicise these campaigns at the main and branch surgeries to inform patients about the funding cuts faced by General Practice and to encourage them to support the campaigns. The PPG fully supported the practice in publicising this information.

- CQC Visits - Sam advised the PPG that we have not been selected for the latest round of Care Quality Commission visits. About 10 practices within West Cheshire were visited at the end of May/beginning of June.

3. Day in the life of a GP Medical Secretary (Linda)

Linda provided a very useful insight into the complexity of the Medical Secretary role in General Practice. A summary of the day to day tasks covered the medical secretaries can be found at the end of the minutes. Linda's overview was well received by the PPG who acknowledged that there is far more to the role than typing referral letters!

A couple of suggestions were made as part of the subsequent discussion. Firstly it was highlighted that we could make arrangements to collect the post from the Post Office to eliminate the problems that late deliveries cause. Secondly that it would be useful if patients could be given a slip when they attend for a blood test showing them what tests they have had and when they should ring for their results. Sam agreed to take both of these suggestions back to the team for consideration.

The PPG thanked Linda, Lindy and Sandra for the work that they do to ensure patients referrals are dealt with efficiently.

4. West Cheshire CCGs Commissioning Strategy 2014/15

Jenny Dodd attended the meeting from the Clinical Commissioning Group (CCG) to share the CCGs new Commissioning Strategy. Jenny explained that the CCG has a £300 million budget to purchase local health services which include, hospitals, mental health and community services. Jenny had circulated the document prior to the meeting and acknowledged that 48 pages are daunting. Jenny handed out a brief summary of the document and gave an overview of the key elements.

Jenny informed the PPG the whole health economy jointly owns the vision known locally as the West Cheshire Way and all stakeholders share the same aspirations. The full strategy document can be found at the following link:
http://www.westcheshireccg.nhs.uk/document_uploads/plans-strategy/WCCCGFiveYearStrat_3.pdf

5. New PPG Specification for General Practice (Sam)

The new Patient Participation Group specification for General Practice came into effect on 1st April 2014. Sam had shared the document prior to the meeting. Sam explained that we are a well established PPG so we should not have any problems meeting the requirements of the new specification but it will still be a challenge.

It was noted that the PPG is required to promote proactive and innovative engagement of patients and carers....and to act on a range of sources of patient feedback such as:

- GP patient survey
- Reviewing complaints and suggestions
- Local voluntary or community groups
- Practice champions and peer support groups
- Other local surveys arranged by CCGs
- CQC reports
- The friends and family test (when available)

In addition to this the PPG should promote innovative forms of patient participation....and allow better understanding of patient and carer needs:

- Innovative forms of communication and insight between the practice and patients to co-design services that meet the needs of their practice population
- Improving communication channels with people who practices may otherwise not get the opportunity to engage, particularly vulnerable patients
- Developing patient champions who work with practices to support particular issues, or particular groups such as patients with mental health conditions
- Supporting patients so that they are able to manage and make decisions about their own care
- Holding annual events with the practice population to showcase progress achieved/future plan
- Providing opportunities for patients to find out more about how the practice and wider health economy works

The requirement to produce an action plan and report progress against the plan remains. It was agreed that we would discuss this further at the next meeting.

6. Vanguard Practice Work (Sam)

Sam informed the PPG that the practice has developed a joint project plan with Dr Campbell's practice, Kelsall and Bunbury Medical Centres with the aim of working more closely together to improve efficiencies and share best practice. The work of the cluster practices will involve a representative from each staff group in the four practices coming together to share how they work and discuss different ways of working. This exercise will be carried across the roles in General Practice from the GPs to the Receptionists and everything in between. The work is well underway and Sam agreed to update the PPG on progress at the next meeting.

Here are two examples of how closer working between the practices can benefit them and the patients:

- Community Transport update – local transport had been highlighted by all four PPGs in the cluster earlier on this year and joint meetings have been taking place over the last few months. Sam reported that Cheshire Community Action and Dial-a-Ride operate a limited service to Tarporley and the surrounding villages but they do not have the funding to expand the service in our area currently. As part of the Vanguard practice work the cluster practices are exploring opportunities for funding an expansion of the service in Tarporley and the surrounding villages. Sam thanked Robert and Maire for their attendance at recent transport meetings.
- Promoting Self Care Community Event Tuesday 18th November 2014 – Sam also updated the group on cluster plans to hold a large Health focused community event in Self Care week later in the year. Plans are in the early stages but the practices would like the event to bring together community groups, local health support groups and the four Patient Participation Groups to inform patients about what they can access locally to help them with self care. The practices are looking for a couple of volunteers from each PPG to make a steering group to help plan the community wide event. Thank you to Angie and Denise for putting themselves forward to help with this.

The PPG welcomed the news that the local practices are working more closely together and fully supported the work underway regarding the community transport initiative and the self care community event.

7. Patient Suggestions (Sam)

There has only been one suggestion since the last meeting and that was to 'retrain the receptionists to make them more pleasant'. The PPG commented that the Reception team do a fantastic job and are often spoken to in an unpleasant way by the patients.

Sam commented the she expects to see more suggestions coming in following the installation of the new patient information TV screen in the waiting room here at Tarporley. Watch this space!

8. Practice News (Sam)

Sam informed the PPG that parking has been a particular problem again on Park Road recently with the road being completely blocked by badly parked cars twice in a week. The police have been in and informed us that they will issue parking tickets to cars are obstructing the road or pavement. The practice has put up notices in the waiting room advising patients to park responsibly or expect a fine. The PPG fully support this.

Dr. Griffin advised the PPG that Dr. Bate is now back from Maternity leave, she will be working Tuesday, Wednesday afternoon and Friday.

9. Any Other Business (Sam)

None

Date of the next Meeting

Wednesday 3rd September 2014 5pm in the Meeting Room

Sam Jeffery
Practice Manager
16th June 2014



A day in the life ofa Medical Secretary

There are 3 part time secretaries working in the Practice and 2 of us are here everyday, with the office being manned between 9.00 am to 5.00 pm.

- Linda who works Mon –Tues 9-5 pm, Weds 9-1
- Lindy works Weds 1- 5 pm, Thurs - Fri 9-5pm and
- Sandra works Mon, Tues, Thurs and Friday 9.30 – 2.00pm.

From 9.00 am onwards:

First jobs of the day are:

- Check NHS Tarporley Doctors e-mail address and action any requests.
- Check own e-mail and action any requests from the GP's.
- Check answer phone and action any requests from patients/colleagues.
- Check fax machine.
- Check diary.
- Check post tray in Reception and action any GP requests i.e. x-ray referrals, scan referrals etc. These are sent as soon as possible (usually the same day) as waiting lists are long at the hospitals and this will mean patients will get an appointment as soon as they possibly can. Scan requests are usually sent electronically (COCH) but Leighton requests are faxed.
- Open and date stamp incoming post in readiness for scanning to patient computer records and again prioritising anything that requires urgent attention. Any prescription requests we receive in the post are passed to the prescription clerk in reception.
- We also download the consultant hospital letters electronically from COCH and these then have to be filed to the patient record, workflowed to the relevant GP and then checked for any actions.
- Answer telephone queries from patients, staff and hospital colleagues. We are available for all patients to speak to and to liaise with the Doctors regarding any queries you may have, mainly by the telephone but also face to face.
- Post from COCH and Leighton Hospital is received around 11 am, date stamped, prioritised and sent for scanning.

- One of our main jobs is typing the Doctors dictation (there are 6 Doctors here at present + Nurse Practitioner all referring patients and this can either be fast track referrals which need to be done the same day, as mentioned previously radiology investigations which are done asap, urgent referrals, routine referrals). These are done in date order but patients are also referred privately and if the appointment to be seen is within a couple of days these letters need to be done as private consultants usually require a referral letter before they will see patients.

Most of our referrals are now done electronically via the Choose & Book system where the patient is given a choice of hospitals.

We also receive Medical report requests from insurance companies when patients are applying for policies and these need to be prepared by looking through all the notes and inputting the information on a template for the Doctor to complete (this takes a fair amount of time to complete). We also receive documents such as holiday cancellation forms, various insurance forms, letters/forms from solicitors, Social Services, Benefits Agency, Social Security, DVLA and these all require the Doctor to reply.

- There has also been an increase in the amount of time we spend chasing clinic letters and results from the hospitals.

Lunch usually ½ hour.

- After lunch open and date stamp lunchtime post, send referrals outstanding from morning surgery and continue with referrals, as well as dealing with telephone calls, requests from patients etc.
- For the period May 2013 to May 2014 we processed 2038 referrals.

As you can see the secretaries office is always busy!!!!!!