

Minutes

Dr's Griffin, Adey & Dancy Patient Participation Group

Wednesday 28th January 2015
5pm at Tarporley Health Centre

1. Introductions and apologies

Attendees: Sue Masterman, Maire Gibson, Geoff Johnson, Jim Hill & Angie Martin (Patients), Sam Jeffery (Practice)

Apologies: Paul Bullen, Katherine Helm, Denise & Robert Ziman

2. Minutes of the last meeting 19th November 2014 & Matters Arising (Sue)

- Minutes agreed as an accurate record.
Community Self Care Day feedback – Sam reported that Self Management UK are currently running 2 courses in Tarporley and 1 in Kelsall 'Self Management for Life'. The uptake has been excellent and feedback from patients attending the courses is very positive. Sam explained that West Cheshire Clinical Commissioning Group will be evaluating the courses with a view to running more of them in the future. Courses are also being run in Ellesmere Port during February and March.
- Friends and Family Test (FFT) Results – Sam reported that the practice had 25 responses to the FFT in December with some useful comments which were shared with the PPG. Of the 25 responses 19 said they were Extremely Likely to recommend our GP practice; 4 said they were Likely & 1 said Neither Likely nor Unlikely. Sam informed the PPG that patients can complete a slip at the main & branch surgeries or complete the FFT on line via the website. The practice is required to share the results with the PPG. It was agreed that Sam would send the results out with the agenda for future meetings.

Action: Sam

3. Patient Survey Results (All)

Summary of the results:

- 80 respondents
- Q1 Do you fully understand the reasoning behind the 10 minute appointment slot as a means of maximising appointment availability? Yes = 79 No = 1
- Q2 Do you feel able to support one topic per visit principle? Yes = 51 No = 25
- Q3 Are you aware that you are able to ask for a telephone appointment with a GP? Yes = 53 No = 27
- Q4 Would/could this method be more convenient for you? Yes = 45 No = 21
- Q5 Have you used this service? Yes = 24 No = 56
- Q6 Repeat Prescriptions A. Fill in a form and drop it into the practice = 16

- B. Use your computer to send an email = 27
- C. Use your computer to order online = 17
- Q7 Do you use the online system for making GP appointments and ordering repeat prescriptions? Yes = 16 No = 60
- Q8 Do you find it to be quick and useful? Yes = 16 No = 10
- Q9 As of 1st April 2015 you could have limited online access to your medical record. Is this something you would be interested in? Yes = 40 No = 25

Agreed Actions:

1. As ordering repeat prescriptions via email is the most popular method the PPG felt that the decision they made at the last meeting to phase out this option on reflection may not have been the right one. The PPG have asked that Sam works with Carol (Medicines Manager) to look at ways of making the email system more reliable by asking patients for certain information to be included in their email request. **Action: Sam**
2. Promote the online ordering of repeat prescriptions to patients as the preferred method for the practice to reduce errors and increase efficiency. This should be done via the TV screen, patient newsletters, practice website etc. **Action: Sam**
3. Promote the ability for patients to book telephone consultations with the GPs, Nurse Practitioner and Practice Nurses via the TV screen, patient newsletters, practice website etc. **Action: Sam**
4. Share the results of the PPG Patient Survey with the GPs and Practice Team. **Action: Sam**

4. PPG Development (All)

Sue explained that she & Maire had met with Sam in early January to discuss the development of the PPG. Sam noted that she felt that the PPG should have Terms of Reference and officers to help support the work of the PPG going forward. Maire commented that she wished to stand down as co-chair. Sue said that she is happy to continue as Chair in the short term but has commitments elsewhere that are limiting the time she has available for PPG work.

An open discussion followed which included questioning whether it was necessary to put the PPG on a more formal footing. The PPG also acknowledged that we need more regular members if we are planning to appoint officers and have a more active PPG. Other discussion points included the success that working with the other local PPG brought with the self care day and not losing those links that have been made. Sam suggested that the PPG could hold an open meeting in the Spring to try to encourage involvement from a wider group of patients.

It was agreed that the PPG would meet on Wednesday 25th February 5-6pm to discuss the development of the PPG. Members were asked to consider if they

would like to take on a more formal role and consider ways in which the PPG can encourage wider engagement from the patient population.

Action: PPG members

5. Patient Suggestions (Sam)

Sam reported that there hadn't been any patient suggestions since the last meeting but acknowledged that the FFT is now an alternative route for patients to put their comments across.

Action: Closed

6. Practice News (Sam)

- Sam advised the PPG that Dr. David Hogg our current GP Registrar finishes his 6 month stint on 2nd February. He will be back with us for 12 months though from 3rd August. Dr. Hannah Smith will be joining the team for 6 months from 3rd February.
- Sam reported that the two practices are looking at options for automatic doors coming into the building to make access easier. This is something that the PPG in both practices have highlighted over the last 12 months.
- Sam also said that the two practices are considering options for altering the car park to create more spaces particularly for disabled parking. Planning permission is needed so it is at a very early stage but we are looking at it.
- Finally Sam informed the PPG that the practice has taken the decision to change our clinical computer system from our current system In Practice Vision to EMIS Web. We are in the minority locally as one of only two practices who are not on EMIS Web so we feel that we are at a disadvantage if we stay with our current supplier. Sam explained that the change over will be a huge amount of work for the practice and there will be short term inconvenience for patients during the week that the systems change. However the Partners firmly believe that the long term benefits will outweigh the short term pain! Sam will keep the PPG up to date with progress at each meeting.

Action: Sam

7. Any other Business

None

Date of the next Meeting

Wednesday 25th February 5-6pm – PPG Development meeting

Wednesday 25th March 5-6.30pm – Regular PPG meeting

Sam Jeffery, Practice Manager
3rd February 2014