

Patient Participation Group of Dr's Adey & Dancy

MINUTES OF MEETING Little Budworth Village Hall 10th January 2023

Present

Paul Varey, Geoff Johnson, Maire Gibson, Ian Hunt, Nina Fieldhouse, Marian Jones

Apologies

Sue Masterman, Jim Hill, Nigel Briers, Andrew Needham, Sarah Evans

Welcome & Introductions

Paul was welcomed as the new Chair and thanked for accepting the role.

Minutes from the last meeting

The minutes of the last meeting were agreed.

Matters arising

No matters arising.

Paul's meeting with Sam Jeffrey

Prior to this meeting Paul had circulated detailed notes from his recent meeting with the Practice Manager. They provided a lot of useful information and prompted some lively discussion.

General Points raised:

- Are patients generally aware that our practice allocates 15 minutes per appointment?
ACTION: PV to check with Sam
- Several teams which used rooms within the Health Centre have now moved out, so it should be possible to accommodate future PPG meetings there, which will make it easier for Sam, Alistair and Julia to attend.
- Communication between various health & social care agencies needs to be improved to avoid duplication of resources.
- Patients are now able to request an appointment with the First Contact Physiotherapist via the Practice Reception Staff. Are patients aware of this?
- The Practice now has no links at all with TWMH. It was suggested that one of the Hospital Trustees could be invited to attend another PPG meeting in a few months' time to give us an update on developments there that might impact our patients.

Communication with Patients

- How do patients access the practice's quarterly newsletter? Do all patients who have provided their email addresses receive it automatically? Some clarification on this is needed. Are hard copies of the Newsletter left in the reception area and if so, where? It was felt that the practice's Facebook page probably isn't the most effective place to share important information and news. (Facebook is less popular as a social medium than it used to be.). As has been argued in the past, our Practice serves a significantly aging population, many of whom don't have access to IT.

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ACTION: PV to discuss availability of newsletter with Sam. PV to ask Sam what percentage of patients have access to Facebook.

- There has been no updating of the PPG website since 2016. Is this worth reviving?

ACTION: Add to next agenda for full discussion

External Pressures

- Two issues of concern were raised by Sam:

DNA: When this was discussed with the Partners at a previous meeting, it was reported that there were very few patients failing to turn up for appointments. The table of figures from September to December 2022 shows a significant rise in the number of DNAs and the resultant waste of resources. Could the proposal of sending out reminders by text message be reconsidered? Are patients who miss an appointment contacted for a reason?

ACTION: PV to discuss with Sam

Abuse of Practice staff: Instances of verbal expressions of frustration and anger towards staff have increased which again is a very worrying trend. Whilst of course this is totally unacceptable, no detailed information has been provided about the reasons or circumstances of the altercations so other than to actively promote tolerance and condemn any form of abuse in the surgery, there is little the PPG can do at this stage.

ACTION: PV to discuss with Sam if details such as whether the abuse is being logged along with details such as whether it is via email, F2F or over the telephone, Type of staff it is aimed at (GP, reception etc), random people or repeat offenders etc.

Friends and Family Survey

The latest figures were discussed along with concerns about the small number of responses. Apparently, all practices should be able to report that a minimum number of 15 surveys have been completed each month. Our Practice only just reaches this figure and we need to consider how to improve on this. Problems identified are: the forms & pens aren't always available in the waiting area; by the time people have arrived home after their appointment, they are unlikely to bother trawling through the website to find and complete a survey form; a general apathy towards questionnaires in general.

ACTION: PV to discuss the suggestions made by IH and NF with Sam in an attempt to improve take up.

How can the PPG Support the Practice?

- The eConsult system of contacting the surgery is being phased out nationally and a new system will be introduced very soon. PPG members will be asked to trial the new system before it is rolled out by 1st April this year.
- PPG members could spend some time in the Surgery waiting room, chatting to patients and talking about any issues they have in order to give feedback to the Practice. This could also be an opportunity to raise awareness and profile of the PPG.
- Another "Open House" event at the Community Centre would provide the Practice staff with an opportunity to introduce new systems, emphasise the problems caused by DNAs and raise the disturbing issue of Verbal Abuse.

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- A noticeboard in the Reception Area could be made the responsibility of the PPG to display useful information for patients e.g. the Practice Newsletter, how to access Physiotherapists and other agencies, PPG News and contact information, details of the Practice's change of email address, information about the Well-Being Hub and surgery times at Kelsall, etc.
- In order to increase the number of F&F responses, a few suggestions were put forward: The provision of clip-boards with pens attached in the waiting area, prompts to complete the surveys included in the TV feed and setting up a touch screen tablet enabling people to respond to the survey electronically. These would inevitably incur an initial financial outlay but would certainly help to improve on the current number of completed surveys.
- Contact organisations eg. Age UK and OPAL to see if they can assist some of our older patients to develop their IT skills in order to access the Practice website and other sites in order to get the best of the services on offer at the Health Centre.

Next Meeting

This has been tentatively arranged for 4.30 on 2nd March 2023. It is hoped to be able to use one of the rooms at the Health Centre and that some of the Practice staff will be able to attend.