

PATIENTS PARTICIPATION GROUP

Minutes of Meeting 8 October 2014 at 6.30 pm

In attendance

Five patients, Dr Banerjee, Nurse Helen Wylie, Jayne-Anne Jolley Practice Manager.

1. Introduction

Jayne-Anne welcomed two new members to the group, and thanked everyone for coming to the meeting.

2. Purpose

To involve patients and carers in decisions about the range, shape and quality of services provided by their practice. To act on a range of sources of patient and carer feedback such as:

- The GP patient survey
- Review complaints and suggestions
- CQC reports
- FFT (Friends and Family Test)

3. Members

Five members of the core group were present at the meeting. As discussed at our last meeting in March, we publicised this meeting during the month before and asked for interest from the existing practice population to attend the meeting and join the group. We advertised it on the website, put up posters in the waiting room, sent out text messages, put fliers in the waiting room, and the clinicians invited patients at the end of consultations.

It is important to be fully inclusive in whom we invite and have as part of the PPG, and we will continue to publicise its function, and invite patients to join.

4. Minutes of Last Meeting

These were circulated to all members of the group following the last meeting, and it was agreed that they were accurate and a fair representation of the meeting. There were no issues arising from the minutes.

5. FFT – Friends and Family Test

From 1st December we will ask the question “how likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?” There are standard answers to select, ranging from Extremely likely to Extremely unlikely, and Don’t Know. There is also an area to give optional comments, contact details etc. We will need to report this on a monthly basis to NHS England. We will also discuss feedback with PPG and act on it accordingly.

In light of the FFT, patients at the meeting agreed that an additional patient survey at this time would not be appropriate. Responses from FFT and the National Patient Survey will be analysed, and we will consider if select questions should be asked following this.

6. On-line Access

Patients already have the option to book appointments on-line, and request repeat prescriptions. It is a national requirement that patients are also able to access their summary record, subject to the availability of NHS GP systems and software. Our clinical system supplier, Vision, is currently working on this, so that patients can view information from their record relating to medications, allergies and adverse reactions.

7. Named GP for over 75s

From April 2014 all practices are required to provide all their patients aged 75 and over with a named GP who will have overall responsibility for the care and support that our surgery provides to them. We have informed all our patients in this age group of their named GP, and will continue to do this as new patients register, or people reach this age. This does not prevent patients from seeing any GP in the practice as they currently do.

In addition to this local practices have submitted a bid to the CCG for funding for further support of the over 75s population.

8. Avoiding Unplanned Admissions

The Practice is working with patients who are at risk of hospital admission to help them to avoid unnecessary admission to hospital. Patients will have the opportunity to have a care plan, and review as required to support them.

9. Warwick Medical School

The Practice has Medical Students on placement as part of their medical degree. Warwick Medical School has changed the curriculum, and from January instead of having one student at a time for an 8 week block, we will have two students on a Tuesday and two students on a Wednesday. There will be 3 blocks of 6 weeks between January and July. During their time with the Practice, students will need to interview patients who have a long term medical condition. We will be writing to patients and inviting them to participate in this.

10. CQC Update

We had a CQC inspection in October 2013, and did well in all areas that were inspected. Since this time, the CQC inspection format has changed. All Practices will be visited over two years, and if we are due to be visited we will be given two weeks' notice. All patients within the meeting stated they would be happy to be contacted should we have a CQC inspection.

11. Flu Clinics

Flu clinics have started, in the new format as agreed at the last PPG meeting. We hope to be able to vaccinate more patients within the months of October and November, in preparation for the winter months. Clinics will be held during normal surgery hours, late nights on Tuesdays and on Saturday mornings. We discussed how to encourage patients to come for their flu jabs, the 'non-attenders'. It was thought that by inviting them three times we are giving people a good opportunity to attend, and that if doctors and nurses can offer during their consultations (as they do now) this may encourage people to take up the offer who would otherwise choose not to attend.

12. Premises

Discussed porch area and making safer and more welcoming for patients. Review of lighting planned. Waiting room and consulting rooms need updating, change of sinks to elbow operated in doctor and midwife rooms needed, and general redecoration. This will be planned in.

13. Meetings – Frequency and Chair

Patient members of the PPG confirmed their wish for JAJ to continue as chair for the meetings, and for the meetings to run twice a year, in Spring and Autumn. The Practice will continue to publicise meetings and look to recruit new PPG members.

Members have asked previously for dates of the CCG PPG meetings. These meetings are open, and anyone is welcome to attend. Dates, venue and contact details are given in Appendix 1.

14. AOB

Patient suggested that during cold/wet weather the surgery be opened before 8.30am so that patients can wait for 8.30am appointment. Staff not present on reception until 8.30am so this could be unsafe for patients and staff. Suggest open the porch area so able to shelter until reception is opened.

Next Meeting February/March 2015 to be confirmed.

Appendix 1

South Warwickshire CCG Patient and Public, Participation Group meeting schedule 2015

NHS South Warwickshire CCG holds regular patient and public participation group meetings. The meeting schedule for 2015 is below:

DATE/DAY TIME VENUE

Thursday 29.01.2015 10.00am-12.30pm Committee Room, Westgate House
Thursday 12.03.2015 10.00am-12.30pm Committee Room, Westgate House
Thursday 23.04.2015 10.00am-12.30pm Committee Room, Westgate House
Thursday 04.06.2015 10.00am-12.30pm Committee Room, Westgate House
Thursday 16.07.2015 10.00am-12.30pm Committee Room, Westgate House
Thursday 17.09.2015 10.00am-12.30pm Committee Room, Westgate House
Thursday 29.10.2015 10.00am-12.30pm Committee Room, Westgate House
Thursday 17.12.2015 10.00am to 12.30pm Committee Room, Westgate House

If you would like any further information on our patient and public participation group please contact Sue.Phillips@southwarwickshireccg.nhs.uk