

Willington Medical Practice Patient Participation Group (PPG)

Thursday 15th March 2018 at Willington Surgery, Kingfisher Lane

Present: Chris Baker, Joan Burton, Pat Harvey, Janice Heier (treasurer), Peter Horridge, Sally Lovatt (secretary), VIP Colleen March (Vice chair), Val Shelton, Ann Wood, Vic Wright

Apologies: Christine Bould, Holly Goodrich, Margaret Hooley (chairperson), Louise Scheck, Christine Thorne, Gareth Tully

The Vice Chair welcomed Dr Cowley to the meeting and everyone was introduced.

From the last meeting

The minutes of the last meeting were approved. The minutes will now be posted on surgery website and PPG notice board.

PPG Leaflets

The leaflet of Q&A has been completed and approved. CBA has put together some suggested useful websites that patients may use for health information and this will go to GPs for approval. The fifth leaflet is related to on-line services and hopefully surgery management will be able to help with this. There was then considerable discussion around delivery of this 'package' of information. Possibly the Resource?

Mat at front door

Samples of suitable matting for front entrance were provided and the grey was considered to be the best choice and should then blend with the grey tiling. **(LS)**

Recorded messages on waiting room screens

The system is provided by CCG and videos are supplied but the practice can install their own. It was commented that some of the information disappears too fast. The slides can be adjusted and LS will look into this. LS had noticed that Wellbrook surgery have commercial messages on their screen so she will check with their PM and it could be a financial benefit. **(LS)**

Text Messages

Louise has tried to extend the text message to include the cost of missed appointments and or the importance of not missing an appointment but the system will not support that number of words unfortunately.

Tea Parties

The next event is booked for Wednesday 11th April at 10.30am. If anyone is free to attend then please come along.

Extended Access – Hub Appointments

Patients with are only seen with 'acute' conditions, such as tonsillitis, regardless of other medical conditions and not on-going conditions. There is a display board in the surgery providing more information.

Easter Raffle

This has been greatly admired and Pat and Colleen thanked for their artistry and support.

Fashion Show

This is a possible fundraiser. It could be held in the surgery and tickets sold. There is no outlay unless we put on refreshments (included in ticket price) and possibly the surgery staff would act as models. There would be a commission paid for purchases above a certain level. Holly has contacted a company and a date in September suggested (3rd Wednesday). **Post meeting note-** VS has contacted the village hall caretaker and no such fundraising event has been booked to date.

Treasurer's report

No change to finance apart from £155 from books sales and £150 so far from the Easter Raffle.

Surgery Update

Dr Cowley updated the group on the series of meetings designed to come up with ideas to improve practice and access to appointments. Ideas include Skype appointments, group discussions or group talks and patient education. Suggestions such as diabetes, back pain are potential topics for group talks. The purpose is to educate and manage expectation of available services.

LS has officially retired now and an event was put on for all surgery staff to thank her for her hard work and wish her well in retirement.

HG is particularly skilled in the areas of HR, process and safety and will be concentrating on preparation for the next CQC visit.

Dr Cowley recommended the following:

<https://drjongriffiths.wordpress.com/2018/01/> a blog for patients clarifying some of the questions patients should know about a GP.

A receptionist is to be recruited.

A private physiotherapy service is operating upstairs in the surgery, Greystones. The service provides 4 hours; 2 hours seeing individual patients and a further 2 hours focusing on pre- and post-natal pilates, low back pain classes etc.

Any Other Business

PPG Suggestion Box

One comment which relates to discontent with long wait for an appointment and patient suggesting that he/she has seen 4 different Doctors and had 4 different diagnoses. Unfortunately no contact details were provided so that his could be followed up as needed.

PPG review of Surgery Questionnaire

The group studied the IPQ report that is a summary of patient responses to 28 questions relating to the surgery. The main concern for patients is getting an appointment and seeing the preferred GP. The best areas of satisfaction relate to the consultation with the clinician. PPG are aiming to inform and help patients to understand the pressure on primary care and use the service with respect.

Post meeting note. PeH has sent this suggestion as the PPG response:

The recent and on-going initiatives by the Surgery and PPG to engage and educate our service users in various areas should have a beneficial impact on the next F&F questionnaire responses and more importantly on our customers perception and use of the service we provide.

Included in this response is the information sheets aimed at doctors appointments, self care and answering many popular patients questions.

These together with enabling on line access for a larger group of people should see patients understanding and expectations being reset and realigned in terms of what is possible and what the surgery is able to provide. Further initiatives undertaken by the Surgery in terms of novel and innovative ways of reaching and engaging with our patients should all contribute towards a positive outcome for our customers in the future.

PeH reported that he had attended a launch event at the Conference Centre, Derby for a new new 'Place based respiratory service' starting in July.

Thank you from Louise

A card was circulated thanking the committee for her retirement gift.

Next meeting is Thursday 15th March 2018 at the surgery at 7pm

Agenda Items please forward to Margaret Contact: mhooley.hoolmarkprt@btinternet.com