

## **WILSON STREET SURGERY**

### **Patient Participation Group Meeting**

#### **Minutes**

**Wednesday 18 June 2014**

**6.30pm. Wilson Street Reception**

**Present:** RH, PPG interim Chair, AH, SB, KH, JH, JS, Sue Altoft, Practice Manager,

**Apologies:** Dr Susie Bayley, HC

**Minutes:** Sue Altoft

Sue welcomed the group and our new member Julie.

#### **1) Review of the Minutes of the last Meeting on 19/3/2014 (Sue)**

- Sue - Carers week – 9-15 June 2014: A Carers drop in session was arranged for the afternoon of Tuesday 10/6 with member of the Derby Carers team on hand in the surgery to talk to patients & carers.  
The Pamper session for carers held in the surgery on Wednesday 11/6 was a great success with the therapist being fully booked with carers taking some precious time out. It is likely that due to the success of this event, the surgery will host a further session later in the year. Thank you for the well organised and coordinated Carers display on the PPG noticeboard which complemented Carers Week.
- Ray - PPG networking Event – see below for details.

#### **2) PPG Networking Event Report (Ray)**

Please see the Feedback Report for the PPG networking Event which took place on 16/4/14. Ray attended the event which was held at the YMCA with around 70 PPG members from across the City in attendance. Ray fed back to the Group that Speakers from the CCG (Clinical Commissioning Group) were present and discussion points included attracting and retaining new members and working with the practice.

Ray indicated that from conversations with other members, his view was that our PPG had an efficient and organised set up and we seem to have achieved a lot in the 15 months that the Group has been together. He was congratulated by other members of the work involved on our PPG Noticeboard & quarterly Newsletters, our photographic competition and that all our PPG members have name badges.

He did suggest that it would be a nice idea to have a photo of the GPs, Nurses & staff on the wall in the waiting rooms.

Julie suggested that we should have a Doctors Availability chart on the noticeboards in the waiting rooms also.

**ACTION:** Sue to look into both of these.

#### **3) Patient Participation Enhanced Service requirements (Sue A)**

Sue updated the group with details of the Patient Participation Enhanced Service which runs from April 14 to March 15.

### **Purpose:**

The purpose of the patient participation ES is to ensure that patients and carers are involved in decisions about the range, shape and quality of services provided by their practice. The ES aims to promote the proactive and innovative engagement of patients and carers through the use of effective PPGs and to act on a range of sources of patient and carer feedback such as:-

- the GP patient survey
- reviewing complaints and suggestions, for example in a practice post box or online
- local voluntary or community groups or existing groups attached to the practice
- practice champions and peer support groups
- other local surveys that may be arranged by CCGs

Progress against the action plan should be reported back and agreed with the PPG and publicised to the practice population on the practice website, in the practice and by any other means (Newsletter).

### **Requirements**

- To develop/maintain a PPG (but we already have this).
- PPG and practice staff to review patient feedback received by the practice. Feedback should be reviewed at a frequency agreed with the PPG
- practice and PPG should develop and agree an action plan (based on three key priority areas) and agree how the practice will implement improvements
- practice should publicise actions taken to practice population including providing the PPG with updates on progress and assessment of subsequent achievement within the timescales agreed.

The practice and PPG will have to complete a reporting template to report actions taken during the year, involvement of the PPG and the outputs which have been achieved, i.e. how have patients and carers benefited from improvements.

The reporting template should be posted on the practice website and displayed in the practice along with any other steps taken to publicise improvements to the practice population.

### **Children**

Practices are able to seek the views of children, subject to parental consent and may wish to look at ways of involving children in any surveys/feedback.

### **Friends & Family Test**

Question to be included in the survey/feedback cards:-

“How likely are you to recommend our practice to friends & family if they need similar care of treatment?”

A discussion ensued about how the Group could work with the practice to gain patient feedback. We conducted the last patient survey in August/September 2013 which included a very similar question about recommendation to family & friends. The group liked the idea of using feedback cards for comments/suggestions as these may be less onerous and could invite comments about any part of the surgery rather than being too prescriptive with a series of questions for patients to answer. It was thought that we should have a 'push' and hand cards to everyone on 2 separate occasions through the year, collate feedback & review progress. This would mean that the Report could be ready for discussion & sign-off at the March '15 PPG Meeting.

**ACTION:** Sue A look at developing feedback/comments cards & share with PPG before launch.

We may be able to develop a way for patients to give responses online that can be easily collated.

**ACTION:** Sue A- Add Report on Patient Participation ES to the March '15 PPG Agenda

The group thought it would be very useful to involve children in feedback 7 comments & we should have a specific card developed that is child-friendly. Anne indicated that they already use this system in Children's A&E at RDH.

**ACTION:** Sue to develop.

#### **4) Fund Raising for the Surgery**

Sue B suggested that the Group might like to help the practice by holding a fund raising event to raise some money for the surgery to make purchases for the benefit of patients. Sue was aware that other PPGs in the City often hold coffee mornings or book sales for the benefit of their patients and she thought that a book sale in the practice would be a great way to fund raise as well as highlighting the profile of the PPG and attracting new members. This was agreed by all present. **ACTION:** Sue B volunteered to 'man' the stall and Anne, Kath & Jean said they would help out to promote the PPG and encourage new members at the same time. Julie said she would be happy to help out if she was able. Sue A said that if we all try to get hold of as many books as possible, the surgery will store them in readiness and perhaps the best time to have the sale may be during the Flu drop in clinics (both Wilson St & Taddington Rd), as more than 200 patients pass through the surgery at each session.

**ACTION:** Promote the book sale on the Noticeboards to ask for donations of books & Sale dates. (AH)

**ACTION:** Notice on the website requesting book donations & Sale dates. (Sue A)

**ACTION:** Ask Wilson Street staff for book donations (Sue A)

Ray expressed some concern about holding a charity event to raise money for an independent private business but the Group thought that as long as the funds raised were for the benefit of patients, this was acceptable.

Julie suggested that the Group might consider purchasing some wipe clean, high back chairs for the waiting room and this was thought to be a good idea by the Group.

#### **5) Patients not attending booked appointments (JH)**

Jean wondered if the surgery would consider a better way in which to let patients know when they have not attended a booked appointment. This is relating to Asthma or Diabetic Review appointments – when a patient has not attended and not cancelled the appointment, the surgery send a letter which could be deemed as harsh by patients who

have genuinely forgotten their appt or not being told about it in the first place. The suggestion was that staff could look to see for those 'perpetual offenders' and use a stronger worded letter but for 'first time offenders', a more gentler reminder letter was considered a better way. Similarly an explanation as to why the Surgery are having to write out to a patient would hopefully help the patient understand and stop any further occurrences.

**ACTION:** Sue A to discuss with Nurses/staff.

## **6) Any Other Business**

### **Recruiting new members (AH)**

The group is keen to increase its membership and Anne said that by simply attending the annual Flu drop In Clinics – this was not enough to encourage new members. Anne felt that face to face discussions would be more beneficial even though we should continue to promote the PPG via the Noticeboards, Newsletters, Website & Facebook.

Sue A said that the practice are in the process of preparing Welcome Packs for new patients which will include a re-vamped invitation to all new patients inviting them to join the PPG and that copies of these invitations can also be left out for patients to take. Sue B suggested that it would be useful to have a leaflet about the PPG to give to patients whilst talking to them and Sue volunteered to produce a leaflet & gain feedback/comments from the group for the finished article. **ACTION:** Sue B to 'draft' leaflet & share with Group before production. The aim is for it to be ready for the book sale days for PPG members to hand out during discussions with patients.

### **Ideas for the next Newsletter (Sue B)**

**ACTION:** All ideas for the next newsletter to be passed to Sue B.

We need to include the Saturday Flu Drop In clinic dates (already on the Website) and a section on DNA appointments.

### **Pharmacy (Ray H)**

Ray advised the Group of plans afoot to have a Pharmacy located within the waiting room at Wilson St. A licence from an existing local Pharmacy became available and Community Pharmacy applied to take it over to allow them to place a pharmacy within the Surgery. There have however been some objections and so an Appeal Hearing took place on 9/6/14 which Ray attended as the PPG Chair along with Dr Raj. The practice are hoping to hear the outcome of the appeal within the next 6 weeks.

Sue A explained the layout plans of the Pharmacy to the Group who welcome the idea of having a Pharmacy in the surgery.

### **Further Meetings :**

Wednesday 17 September 2014

Wednesday 21 January 2015

*Date to be arranged in March 2015*

***Next Meeting: Wednesday 17 September 2014 at 6.30pm at Wilson St Surgery.***

Thank you to all that attended. Meeting closed at 8:15pm