

WILSON STREET SURGERY

Patient Participation Group Meeting

Minutes

Wednesday 25 September 2013
6.30pm. Wilson Street Reception

Present: Dr Susie Bayley, GP Partner, Sue Altoft, Practice Manager,
RH, PPG interim Chair, AH, SB, HC, KH, AR, MR

Guest: Anne Johnson, PPG Chair, Parkfields surgery

Minutes: Sue Altoft

Sue welcomed the group and two new members AR & MR. Sue also welcomed Anne Johnson, PPG Chair from Parkfields surgery and thanked her for giving up her own time to join us and impart her knowledge & experience to our group.

Anne Johnson

Anne introduced herself and explained that the Parkfields PPG set up in autumn 2011 and currently have about 9 or so active members who attend meetings and a small virtual group. Meetings are the second Wednesday of alternate months. Initially it was difficult to start but members help out to make small improvements (for instance a picture board of staff at the practice, notice boards in the waiting room and a radio). They have helped promote the practice survey by handing out surveys to patients in the waiting room and this has also enabled them to further promote the work of the PPG and encourage new members. The PPG produce a quarterly newsletter which includes information they want to get across to patients as well as practice information – such as health education, Flu clinic dates etc.

The group have attended PPG engagement events and found them useful to network with members of other PPGs. Anne often also attends the Public Board meetings run by the CCG (Clinical Commissioning Group). On the whole, Anne has found these meetings useful and informative.

One member of the PPG has recently become involved in practice staff training, having had a Customer Care background.

The PPG has recently joined the NAPP, (National Association of Patient Participation) and have become involved in the CQC (Care Quality Commission) work required for the practice by reviewing the standards set out by the CQC for clinical rooms – and undertaking questionnaires to check the rooms against the standards.

With regards to finance, the group only require paper & printing which the practice helps them out with.

In November the group are looking to organise a Carers evening as an educational event aimed at patients of the practice.

Newsletter/Leaflet

It was thought to be a good idea for the PPG to produce a newsletter for patients with snippets of information included and for the first one to promote the role of the PPG. Sue A showed the group a copy of a simple, 2 page newsletter that had been produced by her own surgery to get a feel for what could be done.

Sue B volunteered to work on producing a newsletter but ideas/information should be provided by all PPG members to ensure that the workload is not all left to Sue B. In this regard all members agreed that they were happy for Sue A to circulate their e-mail addresses so the PPG can liaise with each other.

ACTION: Sue A to email addresses out to the group.

ACTION: The timescale for producing the newsletter is the beginning of November & Sue A suggested that if Sue B wanted to email the finished newsletter to her – she would arrange for it to be copied for patients who visit the surgery and also put it on the website.

Patient Survey 2013/14

Sue A advised that the patient survey had been launched on 14/8/13 and closed on 13/9/13. Copies were handed out to every patient who visited the surgery at Wilson St, Taddington Road, Boots and Milestone House. The survey was also available for completion on the practice website. 900 copies were issued with 527 completed and returned. 59% response rate. The practice is delighted with the response rate and some of the comments/areas for improvements were discussed with the group.

Issues that were discussed:-

Car Parking – Susie indicated that in order to free up more car parking spaces for patients, we would look into the possibility of asking some of the commercial properties in Wilson St to allow us to take a few car parking spaces for our staff.

ACTION Susie to look into.

We do have an issue with patients leaving their car in our car park and going shopping.

ACTION: PPG will try to address this issue through their Newsletter/Noticeboard.

Social Networking – 70% of responders have internet access and 41% use social networking sites. Susie suggested that we may like to look at having a Facebook page where patients could update themselves with useful information that we would include on there – but patients cannot add information/comments into the site. The PPG agreed that this would be a good idea for our younger patients that access Facebook.

ACTION: Susie to d/w Partners & take forward as necessary.

Lateness – the overwhelming theme from the survey was to charge patients for not attending their appointment. Whilst we are unable to do this, it was agreed that the PPG could include a section on their noticeboard to encourage patients to cancel unwanted appointments. Similarly the practice is trying to ensure that patients let us have their up to date mobile telephone number, email address and give consent for us to text appointment reminders. The PPG will include this on the noticeboard also.

ACTION: For the PPG Newsletters/Noticeboard

Additional Services – Bloods – a large number of patients would like us to be able to take bloods at the surgery. We are unable to do this but could better promote the local Phlebotomy clinics to better effect.

ACTION: For the PPG Newsletter/Noticeboard

PPG Awareness – only 23% of responders were aware the practice has a PPG.

ACTION: PPG to promote through Newsletter/Noticeboard

Anne suggested that perhaps members may like to attend Flu Clinics to help promote the PPG and chat to patients about the service we provide.

There will be a comprehensive Report produced and the full survey results will be published once the virtual PPG, Doctors & staff have had sight of it. This is likely to be early October.

ACTION: Sue A to share results with the virtual PPG by email.

Flu Clinics 2013

Are being held on Saturday 5 October and Saturday 12 October at Wilson Street and Saturday 19 October at Taddington Road. The clinics are all 'drop in' from 8.30am until 12noon. There will be 3 staff present for Reception duties on the front desk and a 'runner'. The GP Partners will be vaccinating patients.

Thank you to volunteers for agreeing to attend the Flu Clinics and speak to patients about the PPG and hand out Flu Questionnaires.

Sat 5/10 at Wilson St: Anne H & Kath H

Sat 12/10 at Wilson St: Abdul R & Kath H

We will assess how well these go and whether PPG members will attend at Taddington Road on 19/10.

ACTION: PPG members to email around each other to let them know how it's gone & discuss covering the Taddington Road Flu Clinic. Let Sue A know – so she can advise staff & Drs.

ACTION: Sue A to arrange for name badges for PPG members

ACTION: Sue A/Susie. 'A' Frame Board in Waiting room to advertise PPG involvement in Flu Clinics.

Photo Competition - results

We had around 30 entries for the photo comp. These were shortlisted by Sue A & the Docs and finalists selected by RH.

Sue shared the winning entries with the group and advised that the Derby Evening Telegraph had agreed to write a piece on the competition & show winning entries.

ACTION: Sue to advise the Winners & arrange for prize giving.

ACTION: Susie to arrange for canvases of all winning entries to be displayed in the surgery.

RH asked if it was possible to have an age breakdown of male/female patients in the practice.

ACTION: Sue to arrange

PPG Noticeboard

Susie explained that the PPG noticeboard was temporarily being used to advertise the Flu Clinics but would be returned to the PPG after the last Drop In Clinic on 19/10.

Anne suggested that information worth including on the PPG noticeboard would be the newsletter/Minutes of the Meetings/ information about what the group have done/the photo competition and from the Patient Survey – "You said.....We did" indicating actions carried out as a result of the survey. It was also suggested that this information was translated across both surgeries.

ACTION: Anne H & Sue B volunteered to work on the board at Taddington Road.

Any Other Business

Next Meeting: Wednesday 20 November 2013 at 6.30pm at Wilson St Surgery.

Thank you to all that attended. Meeting closed at 8:00pm