

Patient Participation Group Minutes

Date: 11.06.2019

Present: SB, SD, JK, SJ, GG, SE, DK, KJ

Chair: Dawn Kitchener

Minutes: Dawn Kitchener

Items for discussion	Summary of discussion and Action points
<p><i>Follow up from last meeting & Changes implemented since last meeting</i></p>	<p>Request for us to add to notice board the specialities of our GP's.</p> <ul style="list-style-type: none">• This was discussed and we are concerned that this might have a negative impact on the GP's who do not have a special interest - we are after all 'generalists'. We also have the care navigation system to ensure that a patient is booked with the most appropriate clinician. This could also lead to some clinicians being inundated. PPG happy with this decision. <p>Extended hours opening/appointments</p> <ul style="list-style-type: none">• The new NHS 5 year plan includes a change in the way that we are able to provide extended hours - this will mean a reduction in the hours we currently provide. <p>One proposal will be to stop opening from 6.30-7pm - the logic being that we have a sister surgery (Cassidy Rd) where evening appointments are on offer. We would like to try to stay opening at 7am and for 2 hours at the weekend - we will have to discuss this with the CCG as that would still put us over our allocated hours.</p> <p><i>The PPG are aware that there may be a reduction in access to extended hours if funding is reduced – the PPG will support the practice if opening hours have to be reduced to funding cuts.</i></p>

Online consultations:

- We asked the PPG at the last meeting to consider how they might work for Sands End. The NHS 5 year plan says that all practices will need to provide online consultations by April 2020 - this could be Skype/ email etc. We think this could be a very exciting addition to our existing services and definitely do not see it as a replacement.

The PPG recognised that online services would not benefit everyone but understand this will definitely not be a replacement for face to face appointments. It was suggested, if possible, could we run a report to see how many patients had access to computers/laptops/smartphones. We will look into how or if this can be done and feedback at the next meeting.

It was suggested that we add a flowchart to the registration forms regarding the appointment system. This is a work in progress and will be attached to the registration forms. We are working on a simple but effective way to communicate with patients.

The PPG are in support of this proposal to service change/improvement.

Nursing team funding:

- At the last meeting we informed you that we had been short listed for funding to visit frail/elderly housebound patients. This has now been secured and the team of four nurses visit these patients on a weekly basis. The scheme will include:
- Bi-annual visits for all housebound/ Frail patients
- 1 hour home visit slots incorporated into clinic times (1 per week per

	<p>nurse)</p> <ul style="list-style-type: none"> • Help build relationships • Help with unplanned admissions in to hospital • Provide preventative care <p>The PPG are very happy with this outcome</p>
<p>Staff News</p>	<ul style="list-style-type: none"> • Dr Jia jia Billins has returned from maternity leave and works Monday's & Tuesday's • Carly the (HCA) Healthcare Assistant has now left us and Shanti has taken over her role • Dr Madeleine Beach joined us last week and will be working Thursday's & Friday's.
<p>Practice news</p>	<p>Pride in Practice</p> <ul style="list-style-type: none"> • We have signed up and will be implementing <i>Pride in Practice</i> at the Surgery. This is a quality assurance programme that strengthens & develops primary care services' relationships with our lesbian, gay, bisexual and trans (LGBT) patients. By the next meeting we should be able to tell you more and have some data to show you. • The PPG are in support of this proposal to service change/improvement <div style="text-align: center;">  <p>Combined step by step and summary .pd</p> </div>
<p>Reviews</p>	<p>Practice reputation and reviews - do the PPG have any ideas how we can improve the practice's reputation?</p> <p><i>It was suggested that we invest in a feedback</i></p>

	<p><i>kiosk where patients can leave feedback in real time rather than posting elsewhere – this would provide a more accurate picture of patient satisfaction.</i></p>
<p>PPG Chairperson</p>	<p>The PPG is a patient led group which should have a Chairperson and the agenda should be set by the group.</p> <p><i>It was decided by all in attendance to postpone the vote for chairperson until the next meeting as GW was not at the meeting today.</i></p>
<p>MJog App for Smart phones</p>	<p>The app allows you to get automated reminder messages, including appointments, which give you a quick and easy way to cancel an appointment you no longer need. This helps to avoid wasting GP time, and helps the NHS to save money including the cost of SMS messages sent by your Practice.</p> <p>Why you should install MJog Messenger</p> <ul style="list-style-type: none"> • It is free and makes responding to messages extremely quick and easy • Get your health information direct (including results and reviews) • Instant notifications let you know when a new message is received • Saves you time and saves your Practice money • Messages are sent securely and you can PIN protect access to MJog Messenger <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  MJOG-SMART-Patient-Card.pdf </div> <div style="text-align: center;">  MJogMessengerQuickPatientGuideV1.pdf </div> </div> <p>This has been added to the website.</p> <p><i>The PPG said they would not use it themselves but agreed it would be a good idea for some patients.</i></p>
<p>Care Nav/ Reception Staff</p>	<p>The feedback today regarding the way the Care navigation team/ Receptionists answer the telephone will be discussed and</p>

	<p>be fed back to the PPG at the next meeting. It was suggested that the team use a greeting similar to this: <i>Good morning/afternoon, Sands End Health Clinic/ Surgery: [Staff name] How can I help you?</i></p>
<p><i>Friends & Family Test</i></p>	<p>We discussed and handed out information regarding the data collated from March, April & May– This was very positive.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  FFT May 2019 results & Comments.r </div> <div style="text-align: center;">  FFT March 2019.pdf </div> </div> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 10px;"> <div style="text-align: center;">  friendsfamily April 19.pdf </div> <div style="text-align: center;">  FFT May 2019....pdf </div> </div>
<p><i>AOB</i></p>	<p>The next meeting will be held on 3rd September 2019 at 2pm.</p>