

MERRIDALE PATIENT PARTICIPATION GROUP
Minutes of the meeting held on 6th April 2016

PPG Members (Listed in alphabetical order by first names) 7 out of 15 present
Practice staff are in italics

1	Alan Gledhill (AG)	Present (1)
2	Charlie Bee (CB)	Present (2)
3	David Smith (DS)	Apologies received
4	Jan Butlin (JB)	Did not attend
5	Jan Gough (JG)	Present (3)
6	Janine Alhimovica (JA)	Did not attend
7	Jay Champaneri (JC)	Did not attend
8	Olga-Dmochowska-Korzekwa (ODK)	Did not attend
9	Ramesh Kataria (RK)	Present (4)
10	Sarah Williams (SW)	Apologies received
11	Ruth Rigby (RR)	Apologies received
12	Stephen Ashmore (Chair) (SA)	Present (5)
13	Terry Parker (TP)	Present (6)
14	Thelma Palmer (TPa)	Did not attend
15	Vin Davda (Secretary) (VD)	Present (7)
16	<i>Cara Morgan – Assistant PM (CM)</i>	<i>Present (8)</i>
17	<i>Dr Robert Tew – GP (RT)</i>	<i>Present (9)</i>

NB Action points are written in italics and denoted by ▲

1. Members welcomed to the meeting

2. Apologies

Formal apologies were received as per the table above and from Vicki Kershaw (Practice Manager) who was unable to attend on this occasion.

3. Minutes from the last meeting

The minutes from the meeting held on 16th January 2016 had been reviewed by all PPG members who attended and the practice. They were agreed as an accurate account of the last meeting in January.

There was a brief discussion in relation to creating a condition specific flowchart to assist patients when booking an appointment. The practice have provided internal 'appointment booking' guidelines for staff and also provide a Nurse Practitioner leaflet for patients explaining the various ailments Nurse Practitioners can deal with.
 ▲ CM will report back at next meeting as to what additional 'condition specific' information may be feasible to provide to patients

SA advised that he has updated the PPG noticeboard ▲ and welcomes feedback.

4. Canopy to shelter patients at the surgery entrance

Following on from a previous request by TP supported by PPG members, CM reported that the practice have approached the owners of the building seeking to install a canopy over the front door to keep patients dry. ▲ CM will report back at next meeting.

While on the subject of the practice building, it was noted that feedback via the annual survey had suggested the installation of electronic doors between the waiting room and clinical area. PPG members felt this would be a good idea that could help disabled patients and young mothers with buggies whilst also saving reception staff time (i.e. less interruptions to assist patients). ▲ CM will report back at next meeting.

5. Matters Arising

There were no matters arising and it was agreed that in future meetings 'matters arising' will be replaced on the agenda by 'any other business'.

6. PPG fundraising/educational events

SA provided a brief update and noted that the local charity Coping with Cancer (CwC) will be visiting the practice on 29th April from 10am to 12noon to make patients aware of the support they provide. SA will find out from CwC what their precise plans are for the day and inform CM. CM advised that staff are pleased CwC will be visiting the practice and in order to raise funds many staff have agreed to bake cakes for sale to patients. All PPG members agreed that this is a positive development. ▲ SA and CM to co-ordinate CwC visit on 29th April.

There then followed a lengthy discussion on what additional educational events could be offered to patients. A number of suggestions were made including: mental health topics, diabetes, smoking cessation, advice on inhaler technique, etc. The practice anticipate that the new Practice Nurse, and one of the Healthcare Assistant, and the Mental Health Practitioner, etc. are likely to be willing to participate.

Further discussion focused on whether patients would benefit from a one-off well being events (with lots of speakers) or regular events. This generated much discussion but the consensus was that we should trial a single event in June. ▲ The practice will contact the PPG and advise which member of staff will be running an event, the topic and date.

7. Patient feedback

At the request of the practice 'patient feedback' will be a standing agenda item. CM explained that the practice gain feedback from a wide variety of sources: comment cards, web feedback forms, the annual survey, NHS Choices website, Friends and Family test, etc. The practice would like to share and discuss anonymised patient feedback at PPG meetings.

SA noted the three most recent comments on the NHS Choices website (a type of 'Trip Advisor' for patients have been disappointing. It was agreed that in future the practice add a comment in their online reply to patients who use this portal to inform them of the PPG (this will include details of how to become a member). ▲ CM to develop standard PPG text for all replies on NHS Choices website.

8. Review of 2016 IPQ patient survey

IPQ is a validated national patient survey used by many GP practices to obtain feedback from patients. Merridale have used the IPQ survey over a number of years with in excess of 300 typically providing feedback each year. The full practice IPQ report is available on the practice website – <http://www.merridalemedicalcentre.co.uk>

PPG members discussed the results in detail with CM and RT. Key findings were:

- A significant improvement across all 13 indicators in the 'about the practitioner' section. PPG members praised the team for this improvement
- Disappointing results for questions 2-6 that broadly cover telephone access and appointment satisfaction. These were backed up by a considerable number of negative comments from patients
- Compared to similar size practices that participate in the IPQ survey (those with >12,000 patients) Merridale's results are mostly in the lower quartile (i.e. the lowest 25%).

The group discussed the results at length and RT noted that the practice were surprised that they did not score better in the relation to Q1 'opening hours satisfaction' given that the practice offer a wider range of appointments than most practices in the area. It was also noted that the practice population is large, demographically varied and challenging. The fact that there were also a number of positive comments within the survey about the Practice generally was also noted.

It was agreed that the practice share the results of the survey with staff and create an action plan that will be shared with the PPG in the near future. As in 2016 a sub-group of PPG members will help review the PPG action plan and also offer perspectives and suggestions for changes from the PPG perspective. ▲ Practice to send their IPQ action plan to VD as soon as possible.

9. Proposed survey of appointments

When discussing item 8, CM and RT stated that the practice wish to implement changes to simplify the appointments system (and the telephone caller options) in the near future. The aim will then be to avoid making further changes after that as it is recognised that the various changes that have been made over the past few months can cause confusion to everyone. RK talked through his experience of the appointments system and this confirmed there is some confusion at present. Given that changes are afoot and given that patients took part in the IPQ survey in February it was agreed this item will be deferred to the next meeting.

10. PPG action plans

The appointment and telephone system had both been discussed in great detail so no further debate was needed. SA tabled a short report on the practice 'did not attend' (DNA) rates. It is encouraging to see that thus far in 2016, the DNA rate has fallen to under 70 per week (compared to over 100 per week in 2015). The PPG applauded the practice for their hard work in this area and further monitoring will be carried out to try and make further improvements.

11. Written update from the practice staff

Prior to the meeting CM had sent PPG members a comprehensive practice update. The only discussion item related to the NHS Hubs. RT reported that these will continue until the end of April 2016, but their future is not known beyond this point.

12. Date and time of next meeting

The next meeting will be held at 12.15pm on Tuesday 14th June 2016.