

MERRIDALE PATIENT PARTICIPATION GROUP
Minutes of meeting held on 23rd September 2014

Present	Apologies Sent	Did Not attend
Jay Champaneri	Dr Tew	Olga Dmochowska-Korzekwa
Carl Porter	Jill Smith	Viktoria Petrikaite
Angela Bailey	Raj Mann	
Marianne Hancock	Jan Butlin	
Vin Davda	David Smith	
Marilyn Draycott	Alan Gledhill	
Terry Parker		
Stephen Ashmore		
Helen Rhodes		
Cara Morgan		

NB Action points are denoted by ▲

1. Minutes and matters arising from the previous meeting

SA welcomed everyone to the meeting and introductions were made as it was SA's first meeting in his new role as PPG Chair.

Apologies were then noted and the minutes from the previous meeting were discussed and agreed. Marilyn Draycott and Marianne Hancock had both attended the previous meeting (which was not noted correctly in those minutes) and Carl Porter had sent his apologies beforehand.

2. Update issued on 19.9.14 (i.e. before the meeting) by CM –copied in below (in italics merely for reference)

3. Pre-meeting update

1. A further appointment review is planned for the end of this month. Based on feedback from patients since the last review the main focus of the review will be on allocation of same day appointments and the extent of prebookable GP appointments. It is fair to say that a number of patients tend to be seeking a pre-bookable appointment with certain doctors in particular .It is a case of us continuing to strive to achieve a reasonable balance between same day/prebookable appointments/admin time/other tasks and commitments per GP all of which have to be finely balanced. The differing needs and expectations of patients are vital parts of the whole equation though it simply isn't practical for a patient always to expect see the same GP each and every time.

2. A walk in flu clinic will be held here from 9am-12noon on Saturday 27th September for any patients who are eligible for a flu jab. Anyone attending that clinic will also be able to have their BP and urine checked whilst they are here. Further flu jab dates will be arranged once this walk in clinic has taken place (for any eligible patients who cannot attend on that particular day)

3. Shingle vaccinations Patients born between certain dates can now book an appointment for a shingles vaccination. More info is on our website under Latest News or from reception

4. Saturday morning GP appointments Although we have had very good feedback about these so far we are still keen to obtain further feedback about these clinics so it would be helpful if PPG members could please encourage other patients who have attended any Saturday morning clinics to provide feedback via our comment cards or online feedback forms. Patients who are due to attend tomorrow morning's clinic will be asked by Reception staff to complete a comment card about these clinics.

5. GP recent changes Dr Cefai left the Practice on Friday 29th August. He was very popular amongst patients and staff but has left for personal reasons. Dr Walsh will shortly be increasing her clinics to include Mondays and Thursdays (in addition to her Friday clinics). Dr Tripathi now holds clinics here on Wednesdays (in addition to his clinics on Thursdays/Fridays). A review of locum usage generally will form part of the planned appointment review at the end of this month

6. Electronic prescription service (EPS) We are currently involved in lots of preparatory work in readiness for the scheduled 'Go Live' date for this. More information will be provided at the PPG meeting.

7. Practice Newsletter The next one is being planned ready for issue upon completion of the further appointment review and launch of the EPS service. There is a wide range of topics which may be suitable to include in the next newsletter (including some information about unplanned admissions and visits to A+E) but we are keen to seek the views of PPG members regarding the content

8. Self check in screen Was due to be installed 10 days ago (in the agreed location) but due to an unfortunate hitch (to do with the bracket) this has had to be delayed for a few days but is expected to be up and running within the next week. It was hoped to be in place in time for the next PPG meeting but unfortunately this isn't feasible.

9. Friends and Family Test -Is already on the agenda at item 8 but in addition to this initiative we also hope to enlist the help of PPG members regarding the annual survey later in the year so we need to seek everyone's views about the feasibility of this.

4. Terms of Reference for the PPG and associated matters

The aims of the PPG were discussed. Everyone agreed that the present terms (of which there appeared to be 2 slightly different versions) need to be reviewed in order to reflect in simple terms the objectives and purpose of the PPG. SA offered to refresh the wording and bring the revised draft to the next meeting for everyone to consider and finalise. This was agreed as the best way forward

▲ SA therefore to review the wording

The process of appointing future chairs was also discussed and everyone agreed that a tenure of 2 years for the PPG Chair seemed a reasonable period.

▲ SA undertook to draft some guidelines (to supplement the main terms of reference) for the PPG to also consider at the next meeting. The subjects likely to be included being:

- the process for appointing the next Chair at a future time
- deputising by the PPG secretary if the PPG Chair cannot attend a meeting
- proposals regarding the minimum number of meetings each PPG member is required to attend within a rolling 12 month period if they wish to remain on the PPG
- Whether non-attendance at 3 consecutive PPG meetings ought to lead to the PPG member concerned withdrawing from the PPG.
- The need to vary the days on which the meetings are held
- The frequency of meetings
- The preference (by the PPG members present) that a GP and a Nurse continue to attend each meeting if /when practical to do so

▲ SA +CM agreed to liaise with PPG members before the next meeting to establish everyone's preferred days and preferred date for the next meeting (to be convened for November or December).

The PPG noticeboard was also discussed and it was agreed that as part of the general review of the PPG terms the noticeboard content ought to also be reviewed to ensure that the method and content of articles on display reflect the PPG's work and includes information of interest to anyone viewing that noticeboard. CP asked why a noticeboard was needed –others present explained that it was important to ensure that other patients are aware of the existence of the PPG and a noticeboard was one of many ways of doing this. VD indicated that he would have no objection to his name and email address being provided on the noticeboard, website and in the Practice newsletter as a PPG point of contact for patients.

▲ 'Raising the PPG profile " would be an agenda item next time –so everyone will aim to view the board and put forward ideas next time and the subject of badges for PPG members would also be discussed at the next meeting

5. Ideas for attracting younger members (under 30) to join the PPG

The shared desire for younger patients to be involved in PPG meetings was discussed. Different ideas were put forward including the possibility of the Practice sending SMS messages to a random range of younger patients; mention within the next Practice Newsletter and on the PPG noticeboard as well as the feasibility of having a 'young people's engagement session. CM also mentioned that local Councils may have Youth Council's whose members may include MMC patients which could be another avenue.

▲ Everyone present agreed to consider this topic further and bring more ideas to the next meeting. In the meantime SA /CM will draft some wording for adding to the Practice's website and display screens to raise awareness about the aim of encouraging younger patients to participate in the PPG

6. Practice Newsletter

CM confirmed that the next one is being planned to be issued as soon as possible after conclusion of the current appointment review as the newsletter will include a

brief update about appointment options and other developments. PPG members were asked to contribute ideas about topics they think should be included such as appointments; PPG; Self check in arrangements. The points of contact for anyone wishing to contact the PPG were agreed as a valid point to include and possibly a reminder about the need to keep designated disabled car parking bays for Blue Badge holders only.

▲ SA agreed to draft and send to CM some wording for inclusion about the PPG

Everyone present said that it was important to keep the newsletter as short and interesting as possible. CM said that consideration is being given to introducing some 'patient factsheets' which would be numbered so if, for example a patient wanted to have full details (not just a brief summary) about appointments or repeat prescriptions they could ask at reception for the relevant factsheet. (The newsletter will include an index of these). By producing factsheets this will help to keep patients informed and enable the newsletter to be kept fairly brief. Everyone present indicated that creating a few factsheets on certain topics would be a good idea.

CM explained that the methods of distributing newsletters was also something being carefully considered to ensure that it reaches as many patients as possible. The intention is to make versions available in alternative formats too (such as large print and possibly audio format and some other key languages).. The general consensus was that a 6 monthly newsletter was the right frequency –with a firm commitment from the Practice to make sure that these are issued twice a year.

PPG members asked to be sent a draft of the newsletter for comment prior to being finalised. JC Kindly offered to assist with translations if needed into Gujarati and Hindi.

▲ CM will email a draft newsletter to the PPG (during November)

7. PPG Action Plan : 2014-15

CM explained that there is a requirement to agree the priority issues for 2014-15 with the PPG (last year the agreed priorities were appointments, telephones and website and the health promotion area was an additional initiative). The Local Participation Report 2013/14 –a copy of which was sent to the PPG on 4.4.14 summarised the progress which had been made on those themes.

After discussion the PPG members indicated that the following topics were the main ones to focus on for 2014-15

- Appointments (ongoing –to achieve further improvements)
- Telephone system (in support of the Practice's planned migration away from using an 0844 number and also to have input on additional improvements which are being planned)
- DNA review (DNA=Did Not Attend) as this results in lots of wasted appointments which therefore impacts on patients as a whole

8. Friends and Family Test (FFT) =Friends and Family 2 questions)

Having attended a recent workshop about this, CM explained that the aim of the 'FFT' is to obtain 'real time feedback from patients across the NHS'. The FFT is

being introduced as a mandatory requirement across all GP Practices with effect from 1st December 2014. Although it is called a 'test' it is simply one standard question (with a second one which can be decided at Practice level)

- 'Standard question is 'would you recommend this service to your friends and family if they needed similar care or treatment?''
- With a second question such as 'why?''

From December 2014 patients responses to these 2 x Friends and Family questions (FFT) will have to be submitted to NHS England by each Practice monthly as part of wider national statistics. The results will then be publicised.

CM explained that the methods used to ask patients can vary and may include SMS messages after appointments; cards; web surveys etc.

▲ CM will update the PPG nearer to the implementation date and asked PPG members to contact her with any further ideas as to the methods which PPG members think will be best to ensure that as many patients as possible participate in this FFT initiative

9. Electronic Prescription Service

CM handed out an information sheet about this new service which is being introduced on 21st October. Further information will be made available to patients after the 'Go Live' date.

Any other business

SA acknowledged that the agenda was a long one this time so he will ensure that there are less items next time

Everyone was thanked for their input –the meeting ended at 1.40pm

Next meeting: In November or December

▲ SA will provide some suggested dates

Proposed date of next meeting: Wednesday 17th December 2014 at 12.15pm

Cara (Drafted 7.10.14 –Updated 14.10.14)